



Set up data roaming



Overview

Set up only when you are overseas to prevent unintended roaming usage.

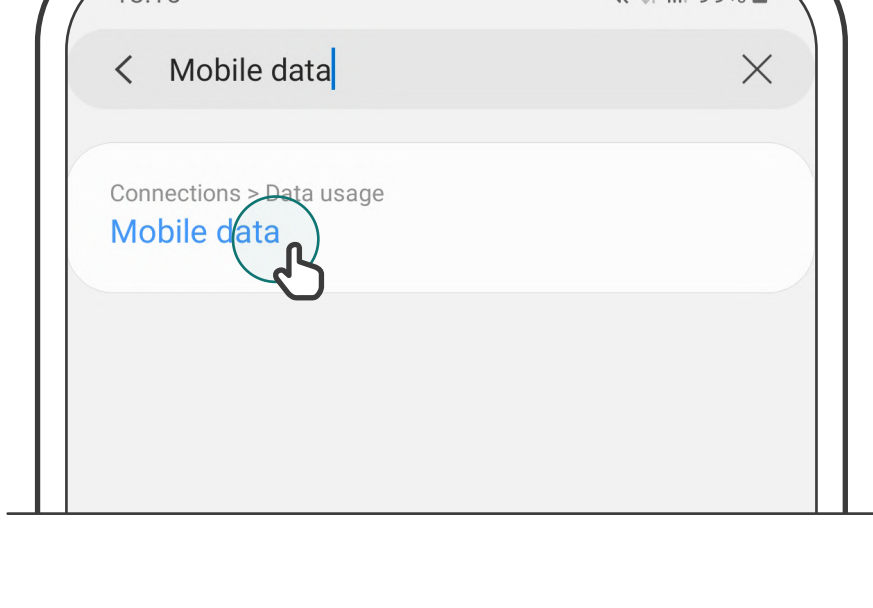
Android

iOS

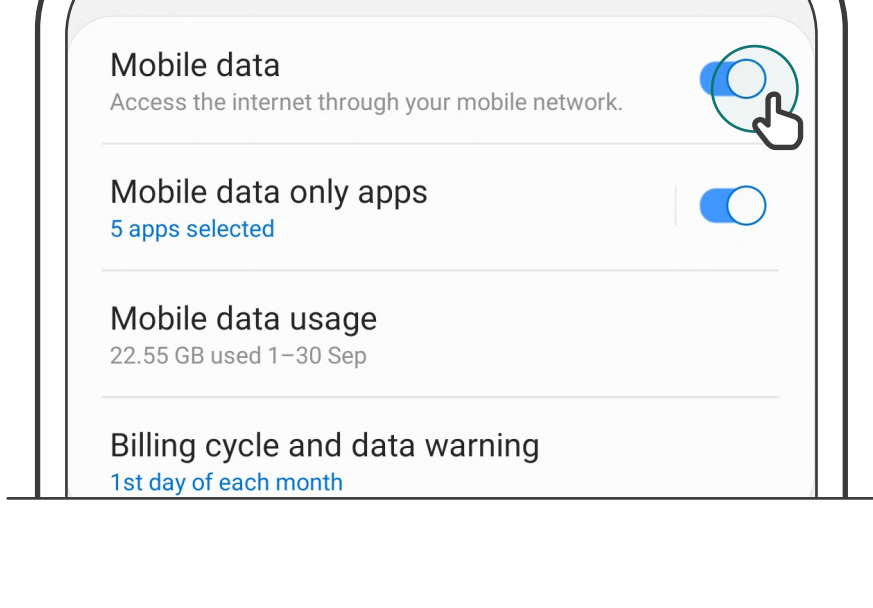
Android

Enable mobile data

1. Go to your device settings.
2. Search for 'Mobile data' and tap on it.

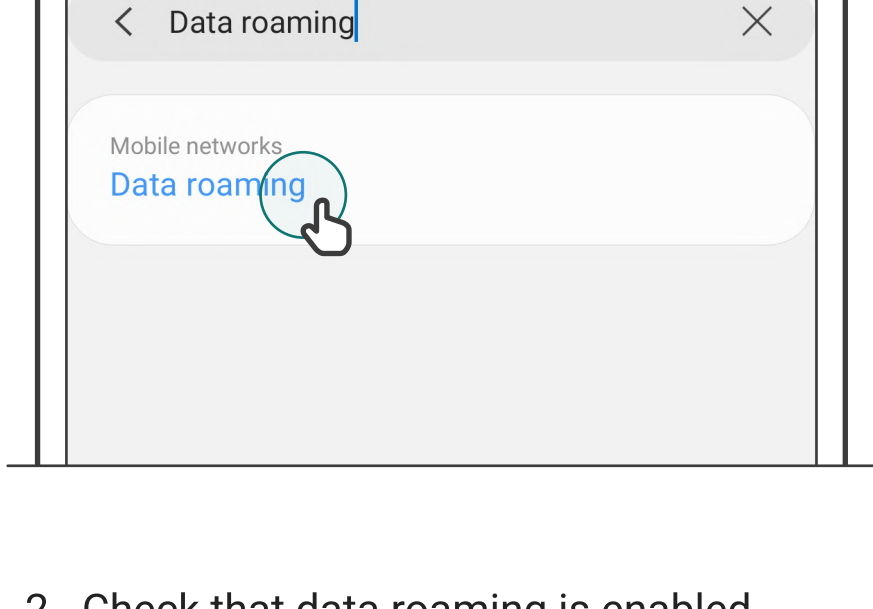


3. Check that mobile data is enabled.

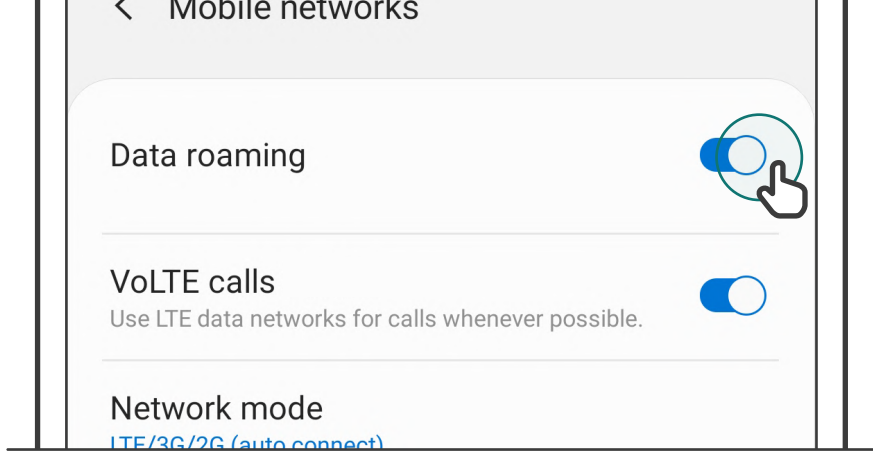


Enable data roaming

1. Search for 'Data roaming' under device settings.

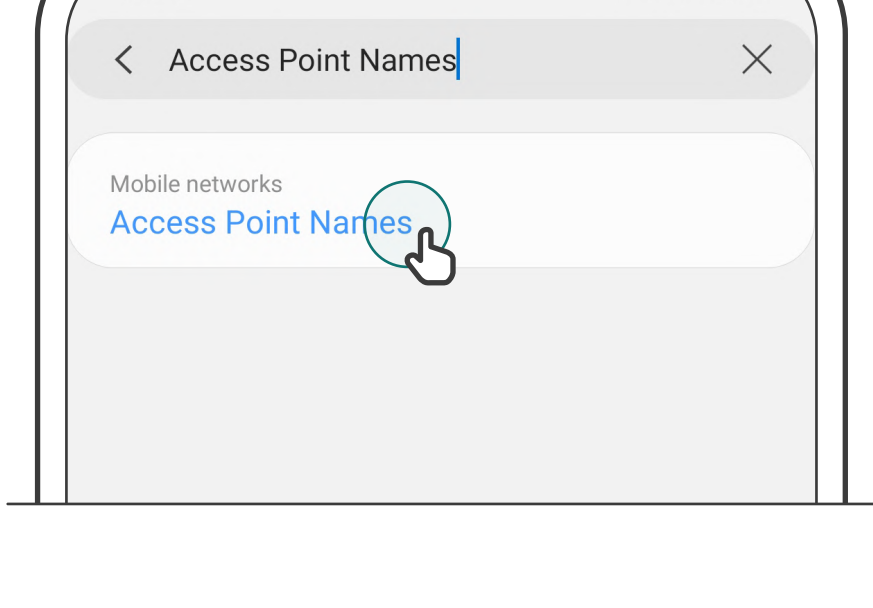


2. Check that data roaming is enabled.

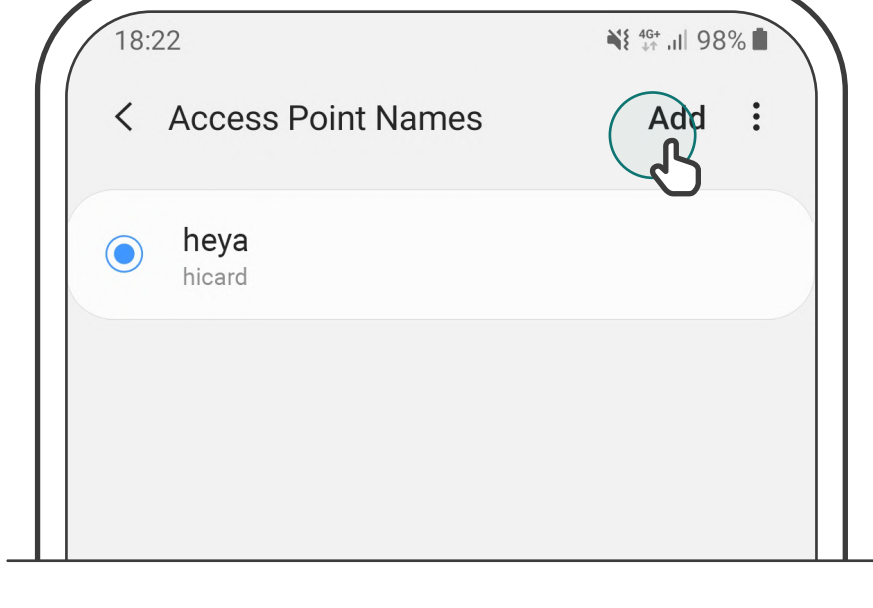


Set Access Point Names (APN) setting to 'hicard'

1. Under your device settings, search for 'Access Point Names' and tap on it.



2. If you do not see heyca in the list, tap **Add**. For some device models, this option is only available after tapping on the 3 dots.

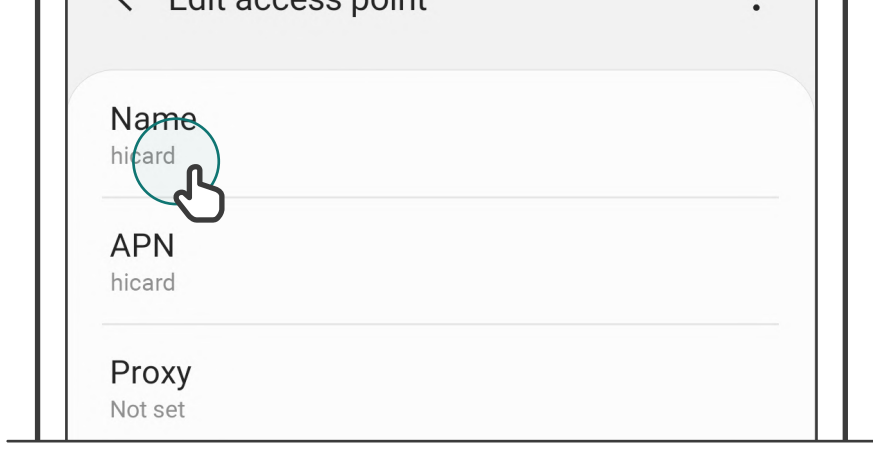


3. Enter the following information.

Name: **hicard**

APN: **hicard**

Leave the other fields blank.



You are now able to use roaming while overseas.

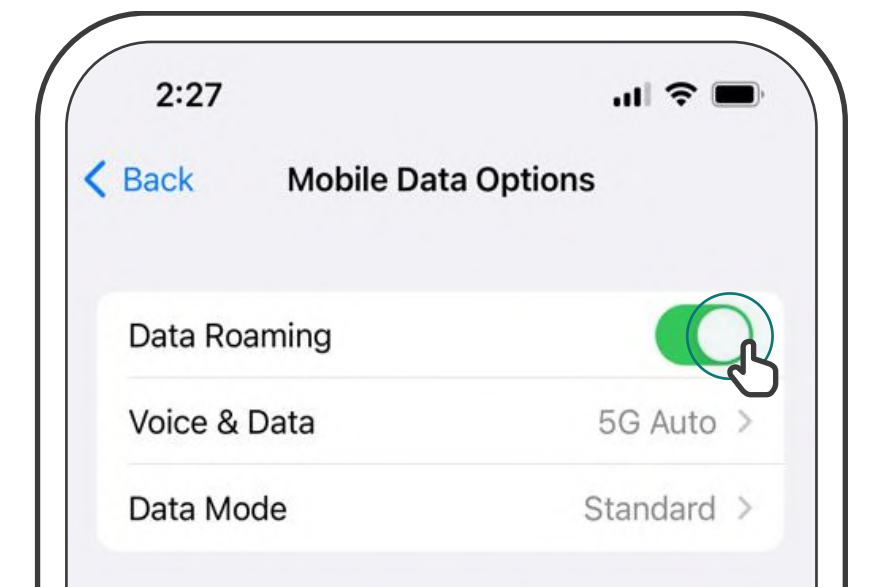
ios

Enable mobile data and data roaming

1. Go to your device **Settings** > **Mobile Data**
2. Check that mobile data is enabled.



3. Select **Mobile Data Options** and ensure that data roaming is enabled.

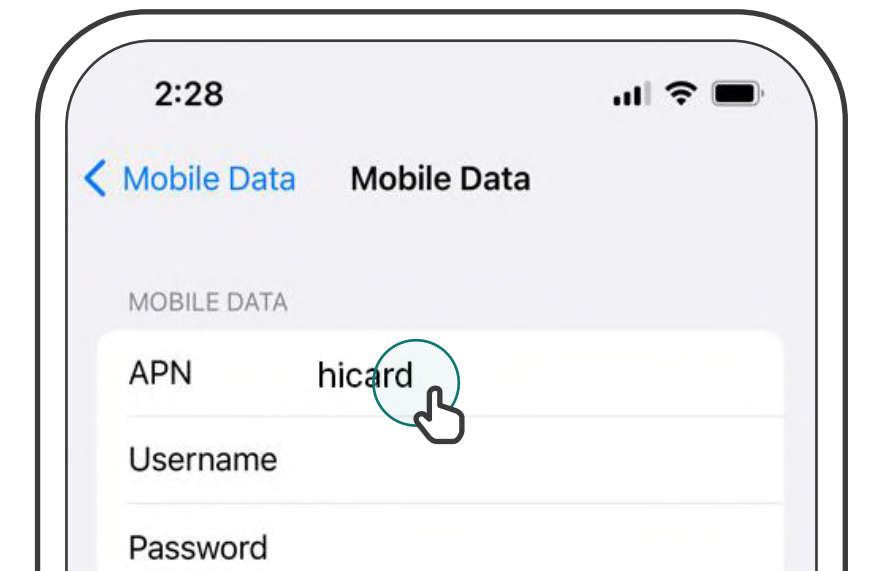


Set Access Point Names (APN) setting to 'hicard'

1. Go to your device **Settings** > **Mobile Data** > **Mobile Data Network**
2. Ensure that the information under mobile data matches as below.

APN: **hicard**

Leave the other fields blank.



Note

Remember to change your APN to 'e-ideas' when you return to Singapore.

You are now able to use roaming while overseas.

Need help?

Chat with us

www.heya.sg or in the heya app

Robort, our heya chatbot, is online 24/7.

Our friendly heya teammates are also available from 9am to 10pm daily.