

# [Common] Cannot connect Telstra network

## ISSUE

- No network connection in the device with Telstra SIM card even though you set APN manually.

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## APPLIES TO

PM85, PM45, PM90, PM451

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## Troubleshooting Steps

	Cause	Solution
1	Old OS version	<p><b>Update OS version</b></p> <p>We added the Telstra APN from the below OS versions to solve this inconvenience.</p> <ul style="list-style-type: none"><li>• <b>PM85</b><ul style="list-style-type: none"><li>◦ Android 8: 85.08 (Mar 11 2021) and higher</li><li>◦ Android 9: 85.22 (Jun 04 2021) and higher</li></ul></li><li>• <b>PM45</b><ul style="list-style-type: none"><li>◦ Android 8: 45.59 (Jun 22 2021) and higher</li><li>◦ Android 9: 45.72 (May 22 2021) and higher</li></ul></li><li>• <b>PM90</b><ul style="list-style-type: none"><li>◦ 90.09 (Aug 24 2021) and higher</li></ul></li><li>• <b>PM451</b><ul style="list-style-type: none"><li>◦ 41.04 (Aug 24 2021) and higher</li></ul></li></ul> <p>Update the OS to an up-to-date version and insert the Telstra SIM card.</p> <p>The network will be connected automatically.</p>

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Refer to similar troubleshooting guides.

### Similar Troubleshooting

- [\[Common\] Cannot use GPS](#)
- [\[Common\] Less accurate GPS location tracking](#)
- [\[Common\] Device cannot connect mobile network \(4G/LTE\)](#)
- [\[Common\] Cannot OS update using FOTA in mobile network](#)