

# WiFi and 4G Connectivity on Mobile Devices

When using a Trust mobile device, it is vital to connect to a reliable WiFi connection when available, rather than automatically connecting to the 4G Mobile SIM. Users should always check this when they switch on their device and follow the guidance below:

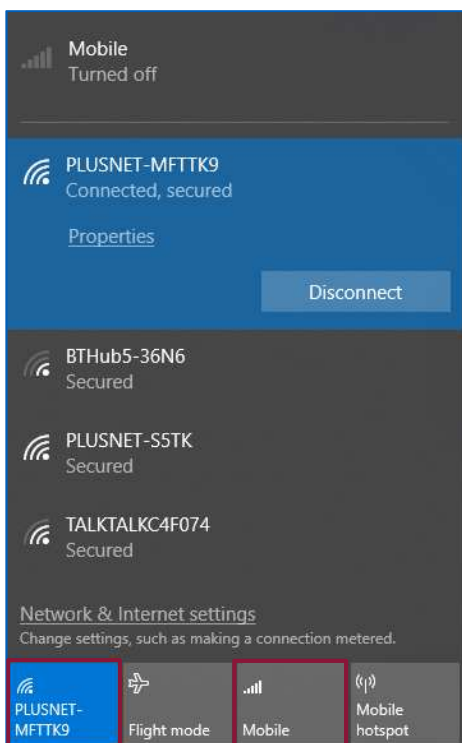
## Quick Reference Guide

### Check Connection to WiFi

Click the **WiFi** icon on the bottom right **taskbar**. If the icon isn't visible click on the small up **arrow icon** to show hidden icons.



The connection menu is displayed:



Check that a successful connection to a **WiFi** network has been detected.  
On a Trust site this will be called **MCTWIFI** or **WirelessLAN**.

The **Wifi Tile** should be blue, and the **Mobile Tile** should be greyed out.



If the **WiFi Tile** is greyed-out, click on it to turn it on. If required, enter the WiFi password, the tile should turn blue and the WiFi shows as connected. If it remains greyed-out, contact the IT Service Desk on 0151 471 2619 for assistance.



If the **Mobile Tile** is blue, click the Tile to turn off 4G to prevent it from connecting.  
Once greyed out 4G is turned off. Mobile can be re-enabled on demand by a user where WiFi is unavailable, click on the **Mobile Tile** to turn back on.

To book training or speak to a trainer, please get in touch via:  
t 0151 317 8408 e [training@imerseyside.nhs.uk](mailto:training@imerseyside.nhs.uk)