Creating an IPv4 APN (Telstra)

Overview: When updating Samsung phones to Android 11 on the Telstra network, the phones may not be able to stream live view or change settings using the IVSEC X app while connected to mobile data (4G / 5G).

The issue has been identified on the Telstra network where the recent Android update would cause the APN to select IPv6 only.

The workaround is to temporarily create a new APN on the phone using the settings below

Creating an IPv4 APN (*Details below are based on Samsung Android 11*)

1. Go to **Setting** then select **Connections**
2. Select **Mobile Networks**
3. Select **Access Point Names**
4. Tap **Add** – this will let you create an APN
5. **Set the following information** by tapping each field first:
a. **Name**: ivsec
b. **APN**: telstra.wap
6. Tap the **3 dots** at the top right then select **Save**
7. **Select the new APN** you created (dot will be coloured)
8. Open **IVSEC X app** and try checking your cameras again.

*NOTE: Your phone may have an APN with **telstra.wap** already listed. We ask that you still proceed with steps 1 to 8.*