

## How to stop “IMS Service has stopped” errors



Product: Navistream supplied Samsung Galaxy Tablets

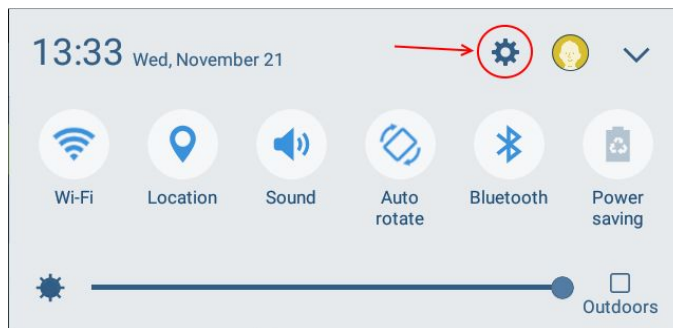
Error: IMS service has stopped

Cause: Missing configuration settings

Revised Date: 2018-11-21

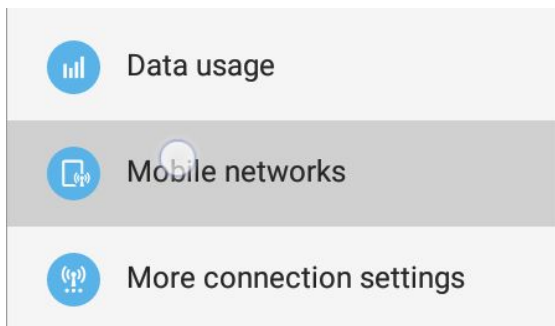
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1. Access the settings menu of the tablet.
  - a. Use your finger and pull down from the top of the screen
  - b. Press the Gear or Cog “Setting” icon on the top left.



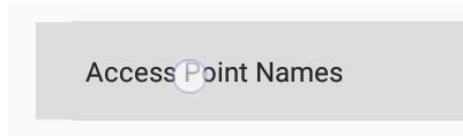
Note: If you do not have access to this menu this is normal. Please contact support to continue troubleshooting.

2. Touch the settings heading that reads “Mobile Settings” on the left side of the screen.

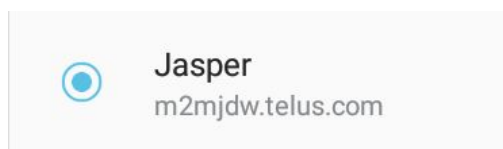


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3. Touch the setting titled “Access Point Names”



4. Touch where it says “Jasper”



5. Scroll down on the page that opens until you see the setting labeled “MMS Proxy”. We’re going to change this value as well as the values for:

MMS Port, Authentication Type and APN Type

The settings on the tablet should match the picture below.



When finished, touch the “More” button in the top right, then press “Save”

6. Press the Home button on the tablet to return to Navistream.