INTERNATIONAL ROAMING (IR) HELPFUL TIPS

01. Ensure that the country you are visiting is supported on Jio International roaming

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Below are the IR pack options which covers various countries including top travel destinations:

- Global Packs 1101 and 1102 Pack Applicable in 160+ countries
- IR Voice & Data Packs: 4 validity options; applicable in up to 53 countries
- Annual IR Pack: ₹ 2799 Pack; applicable in 53 countries
- US, Mexico and U.S.V.I Packs: 3 validity options; applicable in 3 countries
- IR Voice & Data Packs with free in-flight benefits: 2 validity options; applicable in up to 53 countries
- IR Data Only Packs 3 validity options, applicable in 90 countries
- Wi-Fi Calling to India-only (Voice Packs) 2 validity options, applicable in 160+ countries

For more details on IR packs and countries supported in these plans, please <u>click here.</u>

- 02. If you have purchased a Prepaid IR Recharge pack, the validity starts with the first instance of IR usage in International Roaming location i.e. a Voice call or SMS or Data usage.
- 03. If you have a Postpaid connection you can activate IR via Self-care and enhance your credit limit by <u>clicking here</u>

04. Ensure Call forwarding is disabled.

- 05. You can conserve on mobile data usage by following these tips:
 - Disable auto sync/download of Photos and files to Cloud applications such as Google Photos, Google Drive, Drop box, Whatsapp, Facebook etc.
 - Use secure WiFi connection to access internet wherever available

TROUBLESHOOTING STEPS FOR ANDROID

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Steps to enable settings for International roaming network may vary for each handset model. Please find below the steps for Samsung:

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01. If your preferred network type is set to VoLTE / LTE only please change the settings to 2G/3G/4G (Auto Connect)



02. If your device does not register to the international roaming network automatically, then select available network manually.



03. If you are able to make/receive voice calls in international roaming but not able to use data then please follow the below steps

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TROUBLESHOOTING STEPS FOR iPhone (eSIM)

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01.Go to Settings -> Mobile Data -> Select Primary or Secondary SIM (Data Plan Label) -> Select Network Selection and select **"Automatic"** as **"ON"**

Go to Settings -> Mobile Data -> Mobile data -> Select Primary or Secondary SIM (Data Plan Label) and select Data Roaming as **"ON"**

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02. In case SIM does not register to network automatically, select the network manually from the handset settings menu

Settings -> Mobile Data -> Select Primary or Secondary SIM (Data Plan Label) -> Select Network Selection -> switch off "Automatic" -> select available operator

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TROUBLESHOOTING STEPS FOR iPhone (PHYSICAL SIM)

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If your device does not register on the roaming network automatically, then select **available network manually**

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WI-FI CALLING STEPS FOR ANDROID

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Steps for Android may vary for each handset model. Please find below the steps for Samsung:

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WI-FI CALLING STEPS FOR iPhone (PHYSICAL SIM)

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Key Things to Remember for Wi-Fi Calling Steps

- On Wi-Fi calling Outgoing call only to India is allowed and Incoming calls from anywhere can be received.
- To use mobility Service, Disable Wi-Fi Calling and then Wi-Fi in device settings. Please <u>click here</u> to know how to Disable Wi-Fi Calling.
- Ensure Background data is disabled on device or Data Roaming is disabled if no data usage.
- Wi-Fi calling service is dependent on the signal strength of the Wi-Fi service provider. If your device is not getting connected to Wi-Fi calling service, it could be because of some restriction by the Wi-Fi service provider.

If you are unable to receive calls, check if call forwarding is disabled. Find below the Steps to Disable Call Forwarding:

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STEPS TO DISABLE CALL FORWARDING FOR ANDROID

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Steps for Android may vary for each handset model. Please find below the steps for Samsung:



STEPS TO DISABLE CALL FORWARDING FOR iPhone (PHYSICAL SIM)

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FOR FURTHER SUPPORT

■ Chat on: Live Chat in MyJio ■ Email on: care@jio.com

Scall / Whatsapp Support: +91 7018899999