



INTERNATIONAL ROAMING (IR) HELPFUL TIPS

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

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

- Global Packs - 1101 and 1102 Pack - Applicable in 150+ countries
- IR Voice & Data Packs: 4 validity options; applicable in up to 51 countries
- Annual IR Pack: ₹ 2799 Pack; applicable in 51 countries
- US, Mexico and U.S.V.I Packs: 3 validity options; applicable in 3 countries
- Plans with free in-flight benefits: 2 validity options; applicable in up to 51 countries
- IR Data Only Packs - 3 validity options, applicable in 80 countries
- Wi-Fi Calling to India-only (Voice Packs) - 2 validity options, applicable in 150+ countries

For more details on IR packs and countries supported in these plans, please [click here](#).

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 [clicking here](#)

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

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

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

The sequence shows the following steps:

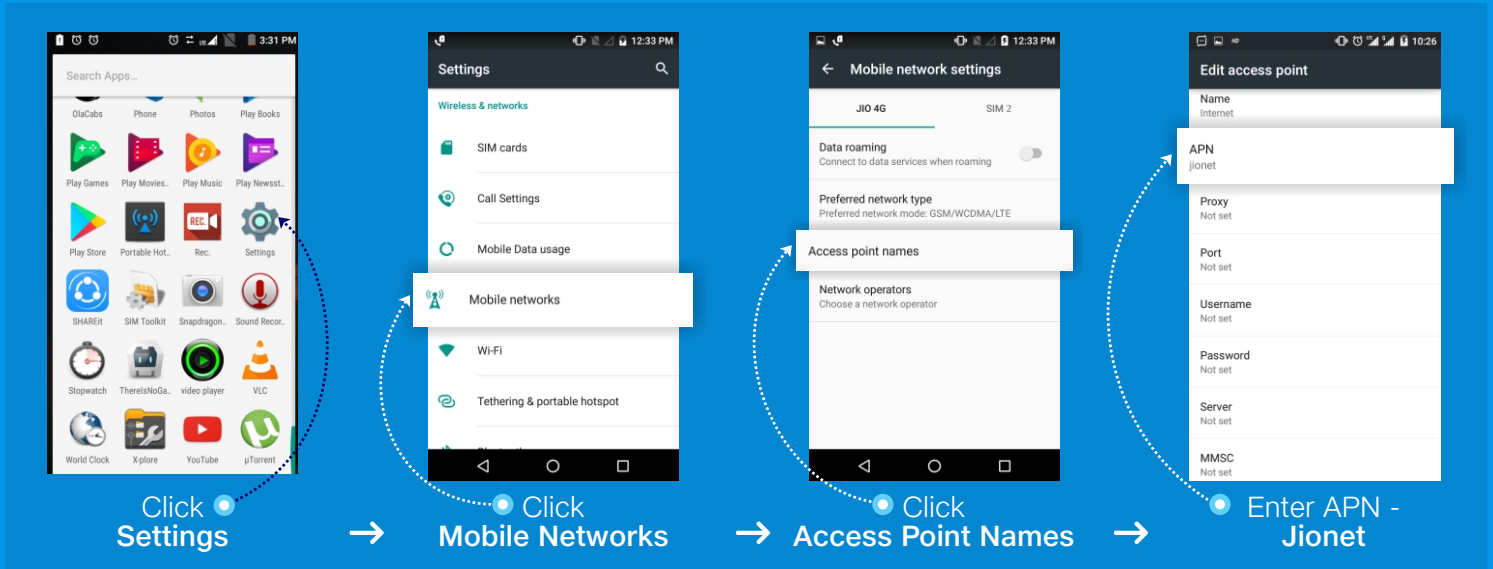
- Click **Settings** in the app drawer.
- Click **Mobile Networks** in the Settings menu.
- Click **Network Mode** in the Mobile network settings.
- Click **LTE/GSM/WCDMA (auto connect)** in the Network Mode selection menu.

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

The sequence shows the following steps:

- Click **Settings** in the app drawer.
- Click **Mobile Networks** in the Settings menu.
- Click **Network Operators** in the Mobile network settings.
- Click **Search Networks** in the Available networks screen.

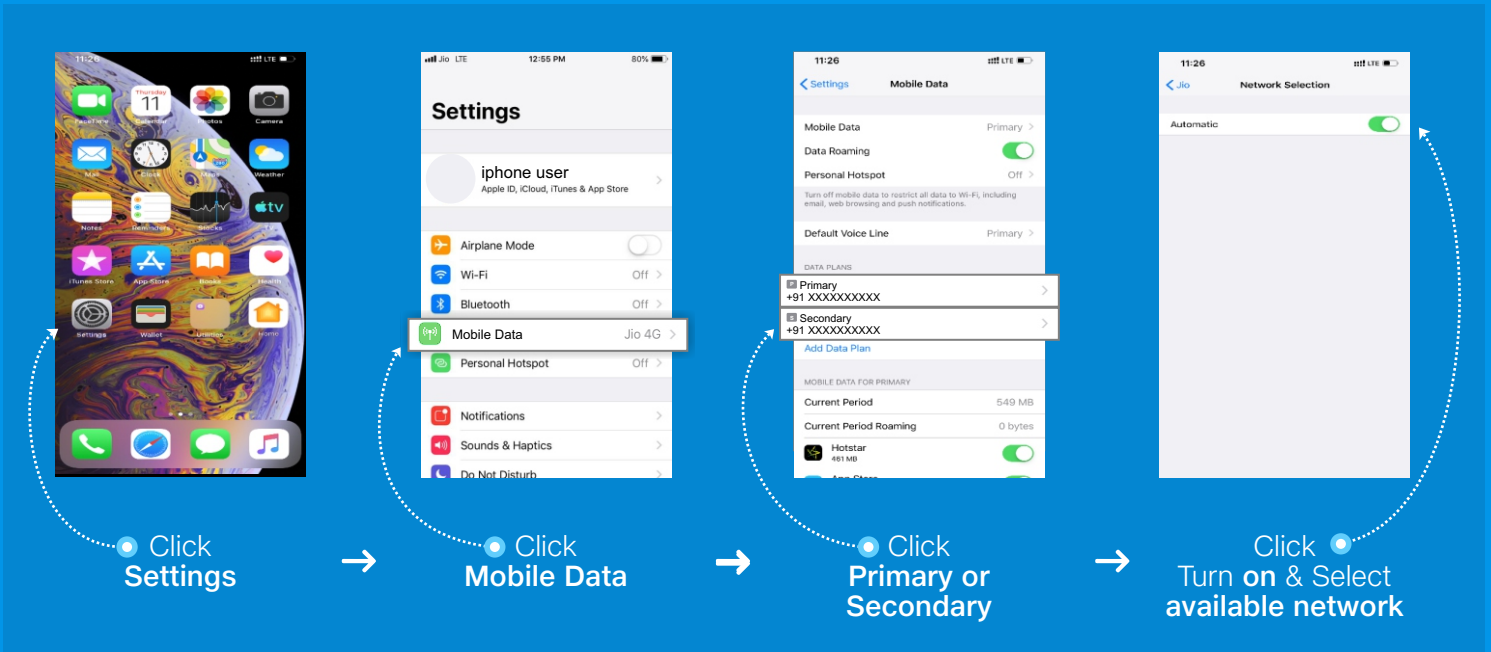
03. If you are able to make/receive voice calls in international roaming but not able to use data then please follow the below steps



TROUBLESHOOTING STEPS FOR iPhone (eSIM)

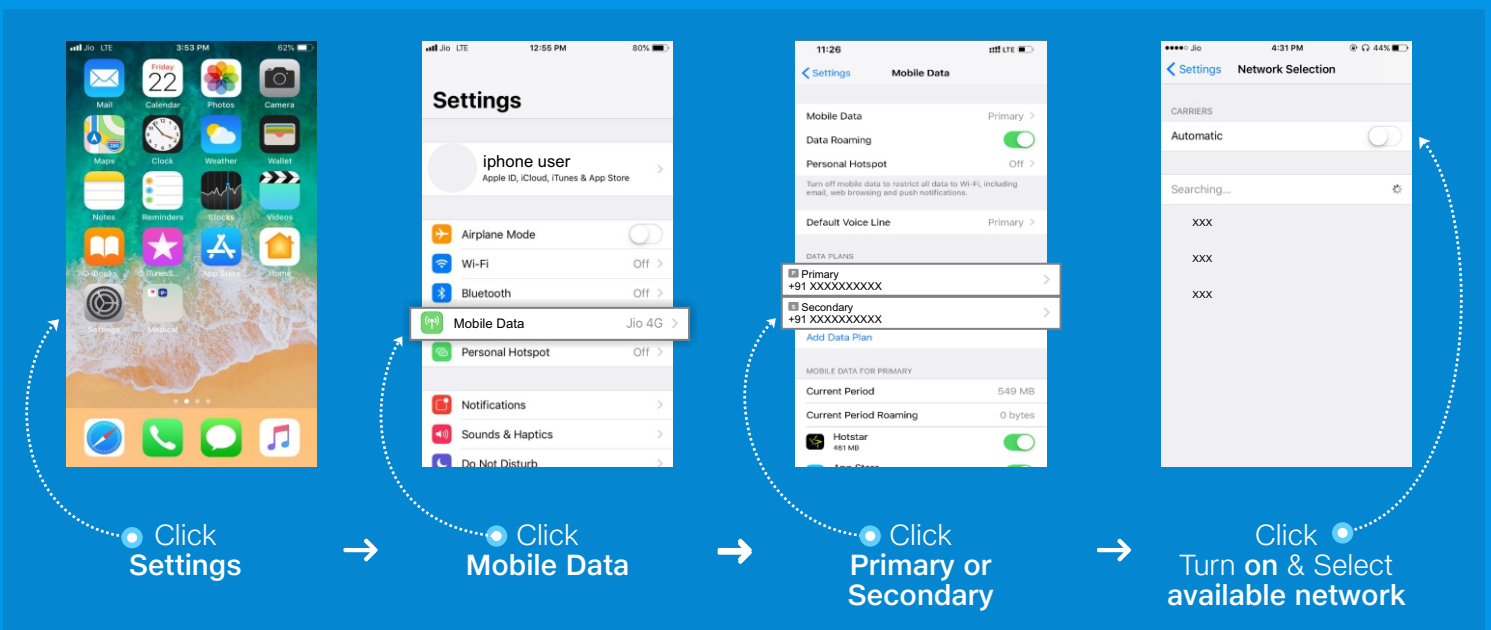
01. Go to Settings → Mobile Data → Select Primary or Secondary SIM (Data Plan Label) → Select Network Selection and select **“Automatic”** as **“ON”**

Go to Settings → Mobile Data → Mobile data → Select Primary or Secondary SIM (Data Plan Label) and select Data Roaming as **“ON”**



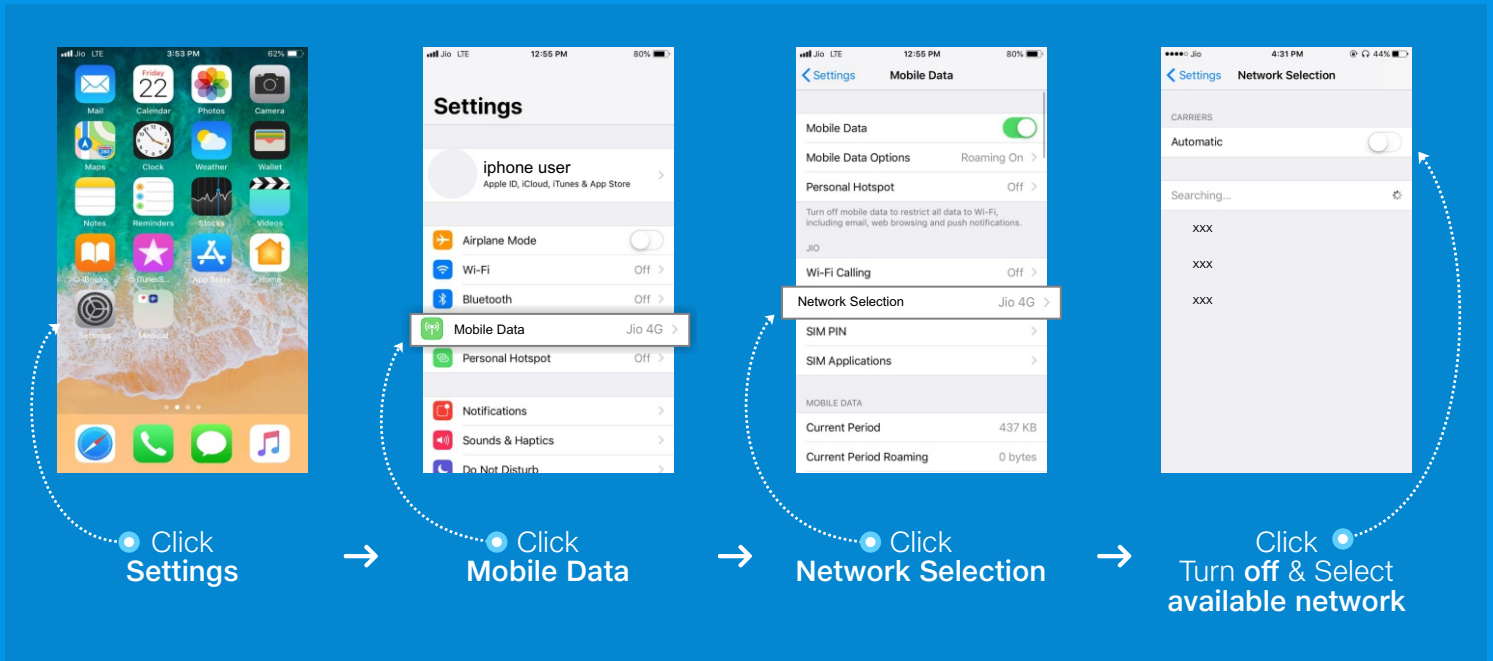
02. In case SIM does not register to network automatically, select the network manually from the handset settings menu

Settings → Mobile Data → Select Primary or Secondary SIM (Data Plan Label) → Select Network Selection → switch off **“Automatic”** → select available operator



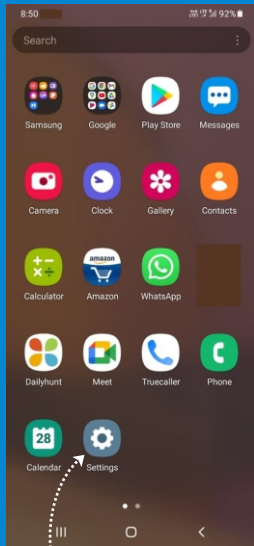
TROUBLESHOOTING STEPS FOR iPhone (PHYSICAL SIM)

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

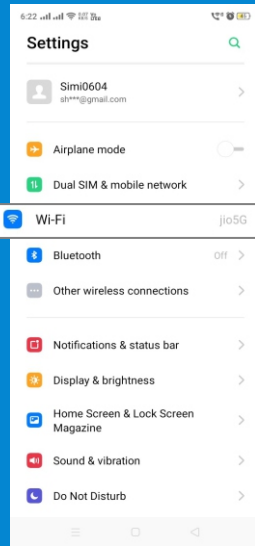


WI-FI CALLING STEPS FOR ANDROID

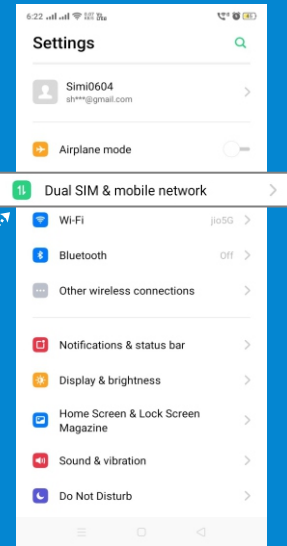
Steps for Android may vary for each handset model. Please find below the steps for Samsung:



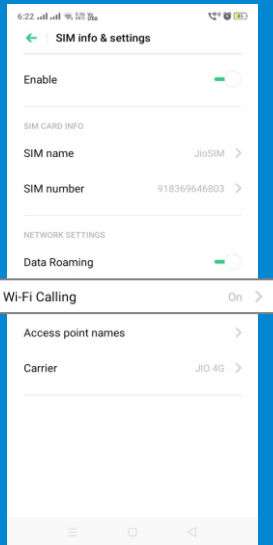
Tap on **Settings** in home screen



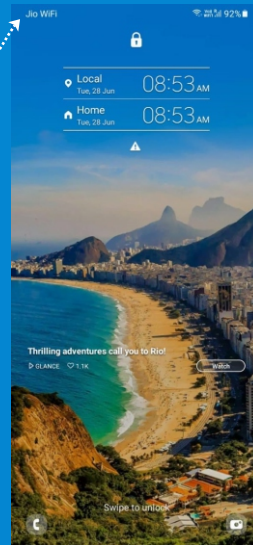
Scroll down and tap on **Wi-Fi** and connect to **Wi-Fi** provider



Go to **Sim & Network** Settings or **Connection** Settings option

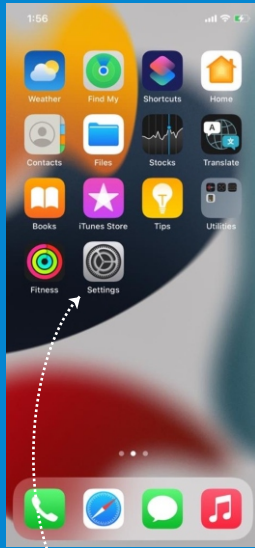


Turn on the **Wi-Fi calling** switch

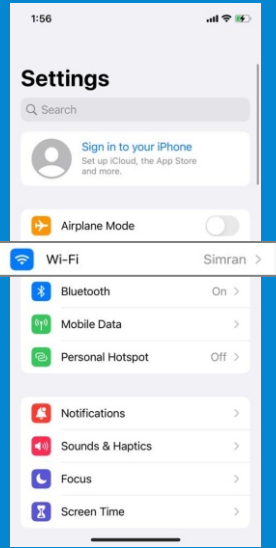


You will see **Jio Wi-Fi** on the top left corner once connected to **Wi-Fi calling**

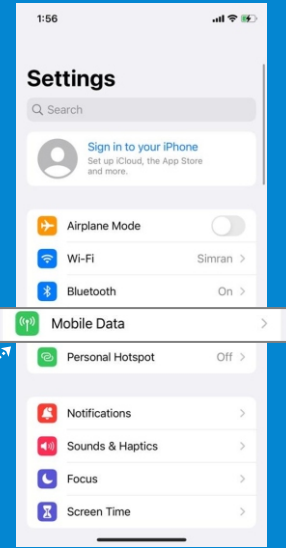
WI-FI CALLING STEPS FOR iPhone (PHYSICAL SIM)



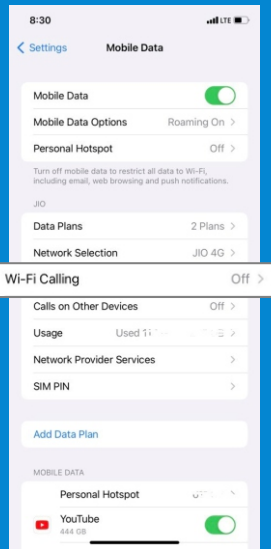
Tap on **Settings** in home screen



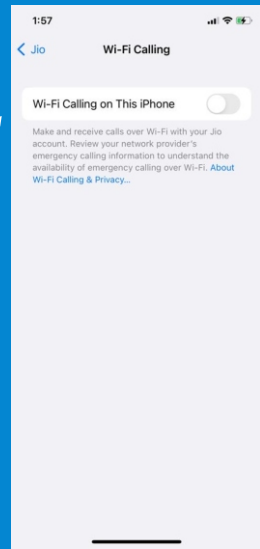
Scroll down and tap on **Wi-Fi** and connect to **Wi-Fi** provider



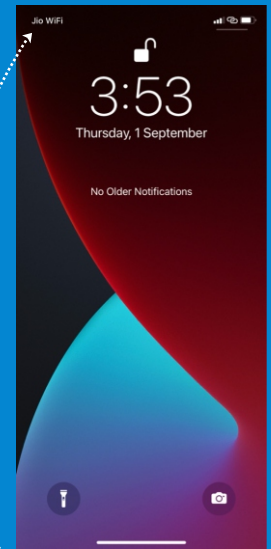
After connecting to **Wi-Fi**, now tap on **Mobile Data** in Settings



Now tap on **Wi-Fi calling** in Mobile Data



Tap on **Wi-Fi calling** toggle button to switch it **ON**



You will see **Jio Wi-Fi** on the top left corner once connected to **Wi-Fi** calling.



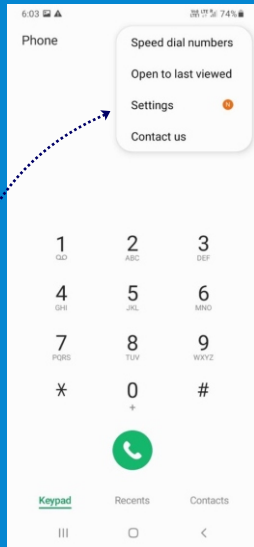
Key Things to Remember for Wi-Fi Calling Steps

- 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 [click here](#) 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.

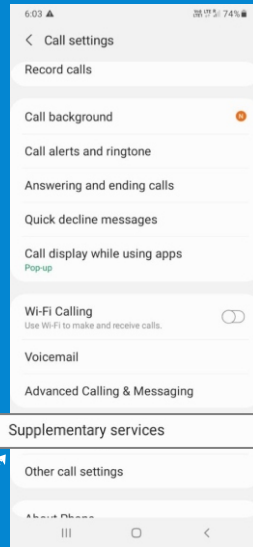
If you are unable to receive calls, check if call forwarding is disabled.
Find below the Steps to Disable Call Forwarding:

STEPS TO DISABLE CALL FORWARDING FOR ANDROID

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



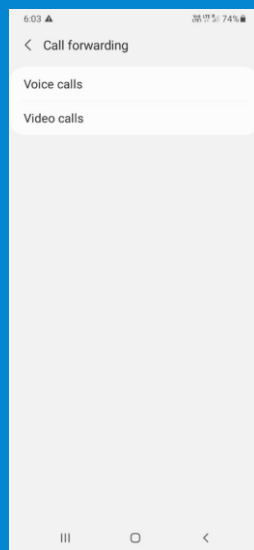
• Tap on **Phone** and Go to **Settings**



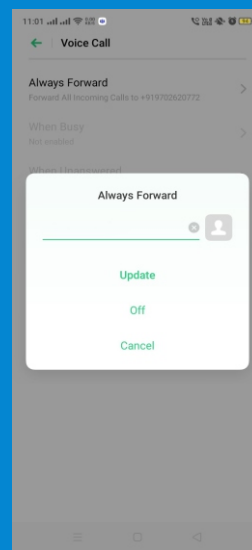
• Select **Call Setting** and then Select **Supplementary Services**



• Tap on **Call Forwarding** and Select the desired **SIM**



• Select **Call type (Voice/Video)**



• Select the condition for which call forwarding is activated and Turn **OFF/Disable** call forwarding

STEPS TO DISABLE CALL FORWARDING FOR iPhone (PHYSICAL SIM)



FOR FURTHER SUPPORT

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

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