

International Calling and Roaming Issues for Mobile

International Calling/Roaming: Enabled

Domestic Roaming, International Calling/Roaming are *off by default* for **all** Astound Mobile customers

- *Before* troubleshooting, make sure **International Calling** is **enabled**

All conditions **must** be met *before* these services are turned on by a member of **Care Management**

- Verify you are **speaking** with the **account holder**
- **Account** must be **Active**
- **Data install** must be **complete**
- Customer is in **good standing** / **no past due**
- **Modem** must be **active** and **connected to the home network in Merlin**

[When all conditions are met, click for instruction to Enable International Calling on Mobile](#)

Wait 15 Minutes on Newly Activated Device

- **Devices may take up to 15 minutes to fully connect to the surrounding towers**
- **Ask the customer to turn their phone off and back on after a few minutes and test again**

Dual SIM and International Travel

Dual SIM card phones can be used to travel internationally, for separating personal and business numbers and more

- Both Astound and another carrier can be used at the same time
- Ensure the device is fully unlocked for use on any networks
- If the phone is locked to a specific carrier it may block other SIMs/eSIMs from working
- For more information regarding Dual Sim visit [our website](#)

Customer Steps to Enable/Disable Roaming

- **iPhone:** **Settings** | go to **Cellular** | **Cellular Data Options** | **toggle** to activate/deactivate **Roaming**
- **Samsung Galaxy:** **Settings** | go to **Connections** | **Mobile Networks** | **toggle** to activate/deactivate **Data Roaming**
- **Motorola:** **Home** screen | swipe up | tap **Settings app** | **Network & internet** | **Mobile network** | choose a **SIM** | **toggle** to activate/deactivate **Roaming**
- **Google Pixel:** **Home screen** | **swipe up** for all apps | **Settings** | **Network & internet** | **Mobile Network** | Tap **Roaming** to toggle **On** or **Off**
 - If prompted with 'Allow data roaming?', tap **OK**

Troubleshoot International Roaming

International Roaming is the ability to use a mobile device **outside** of the **United States**

1. Ensure the account is **active** in **BOLT** and **International Roaming is enabled in Reach Central**
2. Make sure the customer has **Roaming enabled on their device**
3. Ask the customer to check their device settings for **Network Operators**
 - Ask the customer for the **Network names available**, and what happens when they try to connect
 - If there are **multiple** Networks available, **try another**
 - One Network may be **stronger** than another, and some may **not** support Mobile Data
4. In Reach Central, make sure there is **enough credit available**, and the balance is **not negative**

5. **Shut off** the phone and then **turn it on**; *do not do a restart*
6. Wait for the device to **boot up** and get a **signal for voice and data**
7. Ask the customer to **confirm** their **APN settings** are as follows; if **not**, ask them to update
 - **Name:** Astound
 - **APN:** wholesale
8. If the customer is *still* experiencing International Roaming issues, **submit a BOLT Case**
9. Click **Create Work Order or Technical Case** on the **Work Orders Tab** in **BOLT**
10. Fill out the information as described below and hit Submit
 - **Trouble Call or Tech Case** Trouble Call
 - **Service Category** Mobile
 - **Problem Description** International Roaming
 - **Select** Mobile Line(s) Affected
 - **Notes** Where issue occurred (street address, landmarks, cross street), Network Operator used, full description

Troubleshooting International Calling

International Calling is when a customer **in the US** wants to **call a country outside the US**

1. Ensure the account is **active** in **BOLT**
2. Make sure the customer has **Roaming enabled on their device**
3. Ensure the status is **Active** in **Reach Central**
 - **Suspended Status with pending network reset:** possible the system requires tech intervention
 - **Other Suspended States:** look for bill overdue or a manually-requested suspension (seasonal)
 - **Mobile Data Suspended:** customer may need **additional data**
 - **Pending Port out request:** SIM swap and Network Reset **not** available
 - Customer must **cancel** the request from the **new carrier** for us to troubleshoot if they **haven't ported out yet**
4. Make sure **International Calling is enabled in Reach Central**
 - Make sure there is **enough credit available** and the balance is **not negative**
5. Customer must use the **correct country code** in *front* of the phone number
 - To dial a country code from a mobile device, **hold the number '0' to add the +, then** enter the **number as normal**

6. **Restart the Mobile device**; ask the customer to **turn off** the phone, then **back on again**
 - **Data Add-Ons** may require a **restart** if the **added data** is **not** working
7. **Refresh** the **SIM/eSIM** as it applies to your customer
 - **eSIM for iPhone**
 - Go to **Settings | Cellular | Turn On This Line** with an indicator switch **turned green**
 - Switch the indicator **off** to turn the **eSIM profile OFF** - *this will not remove the eSIM profile*
 - Customer sees a screen with **Cellular** at the top and **Used as Primary – Phone Number** underneath
 - **Important**: a message displays to **add eSIM** - *Do not do this*
 - Instruct customers to click on **Used as Primary** and select **Turn On This Line** to switch the indicator back to green
 - Once done, instruct the customers to turn the phone off and back on after about a minute
 - Go to **Settings > Phone** and check if their active number appears next to **My Number**
 - **eSIM for Android**
 - Perform a **Network reset** on the active phone number
 - A Refresh is not available without removing the eSIM profile entirely

- **Physical SIM for all Devices**
 - **Power off** the mobile device and **take the SIM card out**
 - **Restart** the mobile device; allow the mobile device to say **No SIM**
 - **Power off** the mobile device *again* and **re-insert the SIM card**
 - **Restart** the mobile device *again*; allow **5 minutes to completely load**
- 8. **Check for a Mobile Signal by turning off Wi-Fi**; check for LTE, 4G, or other types of symbols
 - **At least one bar of 4G/LTE**: ask the customer to access the internet, send an SMS, and make a phone call
 - Make note of any **error pop ups** for a BOLT case if needed
- 9. Do a **Network reset** on the active phone number as a last steps before a BOLT case
- 10. If the issue is still not resolved, click the **Create Work Order or Technical Case** on the **Work Orders** tab in BOLT
- 11. Fill out the information as described below and hit Submit
 - **Trouble Call or Tech Case** Trouble Call
 - **Service Category** Mobile
 - **Problem Description** International Roaming
 - **Select** Mobile Line(s) Affected, device type, dialed number, noise/behavior, date and time
 - **Notes** Steps takes when error seen, message displayed, if applicable

MyAstound Error: Something went wrong...

Something Went Wrong: We're working on fixing the problem. If you need immediate assistance, please contact us at 1-800-427-8686

Message displays if a **customer** tries to **enable** these services in **MyAstound** (web portal and mobile app)

- International Calling
- International Roaming
- Domestic Roaming

The **Mobile account holder** must **chat** or **call** into the Call Center to **enable** or **disable** these features

All conditions **must** be met *before* these services are turned on by a member of **Care Management**

- Verify you are **speaking** with the **account holder**
- **Account** must be **Active**
- **Data install** must be **complete**
- Customer is in **good standing** / **no past due**
- **Modem** must be **active** and **connected to the home network** in **Merlin**

When all conditions are met, follow these instructions to Enable

International on Mobile

Online URL: <https://agentx-astound-kb.hgsdigital.com/article.php?id=4411>