**Roaming Tips for Samsung smartphone users:**

Let's stay connected with family and friends with 3Business reliable and smooth roaming network while you are on the go. Your Samsung smartphone will automatically select a network for you upon your arrival. Here are the steps to connect to a local mobile network manually if your Samsung smartphone cannot connect automatically:
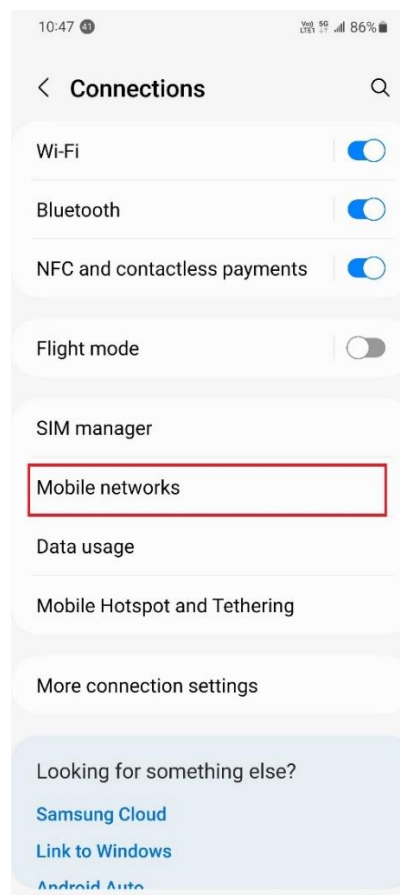
1. Turn on/off data roaming
Don't forget to turn on data roaming when traveling abroad to stay connected.
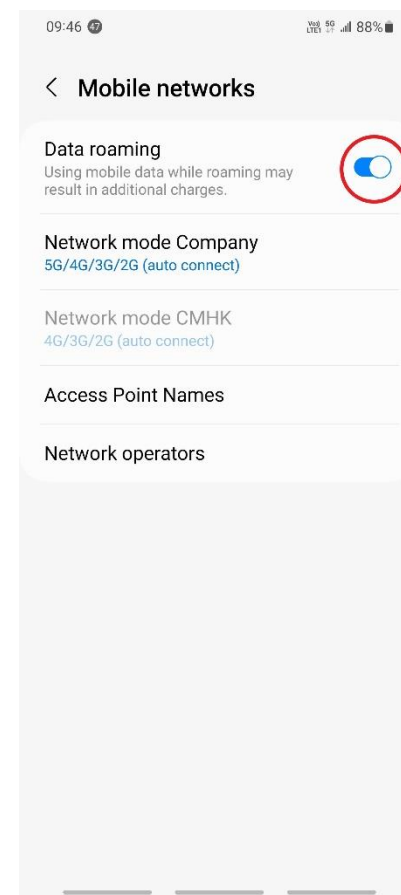

1. From your Samsung Galaxy's home screen, choose **Settings**.
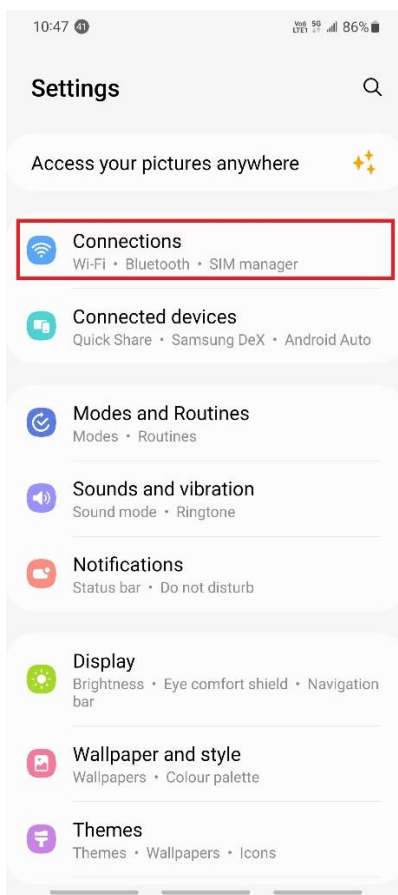
2. Tap **Connections**
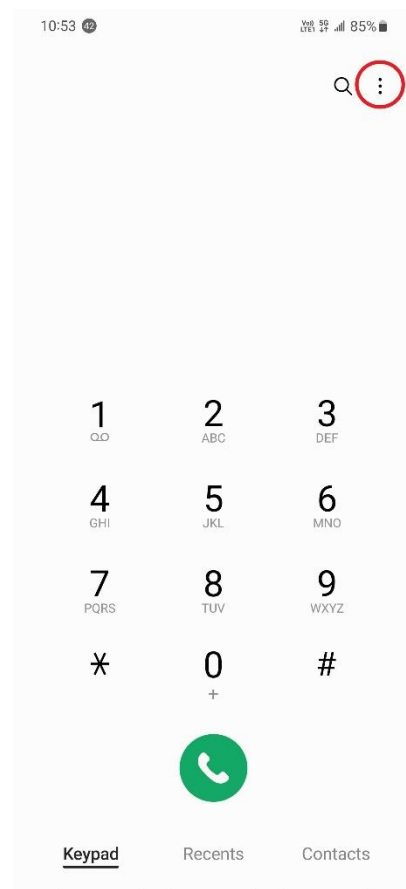
3. Choose **Mobile networks**.

4. Turn on **Data Roaming**. Return to the Home screen.
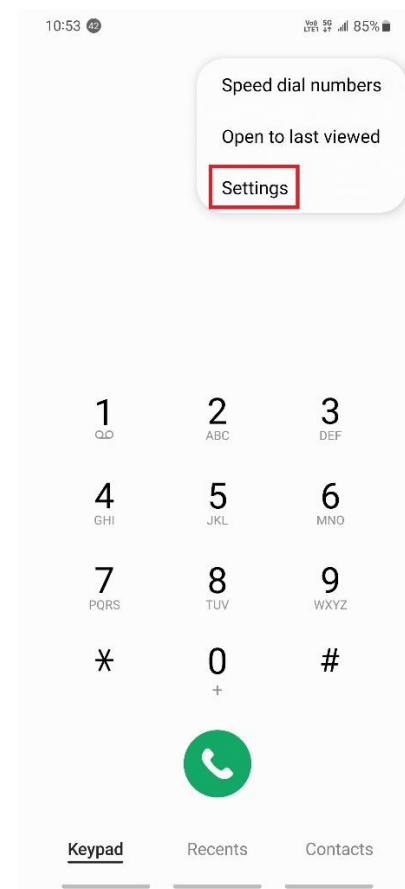
2. Turn on/off Wi-Fi calling

Before departing from Hong Kong, please turn off Wi-Fi Calling on your Samsung smartphone to ensure that voice calls can be made smoothly when you are outside Hong Kong.
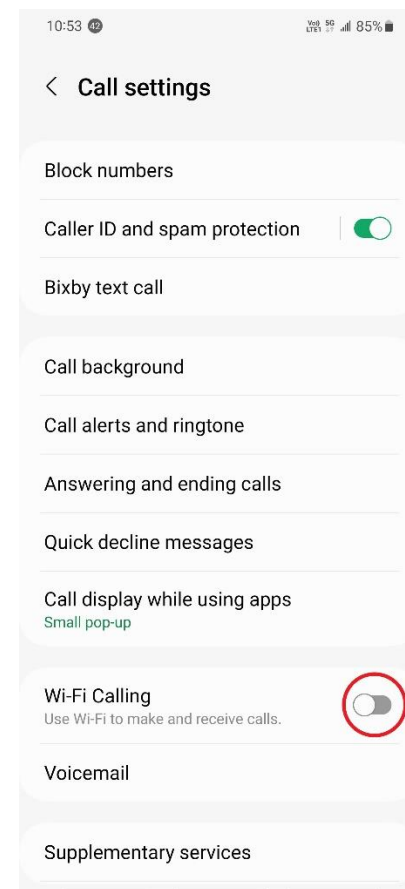

1. Choose **Phone** from home screen.

2. Choose the options symbol.

3. Choose **Settings**.

4. Turn off **Wi-Fi calling** and then return to the home screen.

Note: Please turn on **Wi-Fi Calling** When you are back to Hong Kong for better calling experience.

3. VoLTE roaming

Please upgrade your Samsung smartphone as soon as possible to eligible models to enjoy high-quality voice calls and avoid service disruptions while roaming. Models sold after 2020 are enabled with VoLTE by default.

Remark
1. Some roaming networks have already shut down their 2G and 3G networks and now only support VoLTE roaming services.
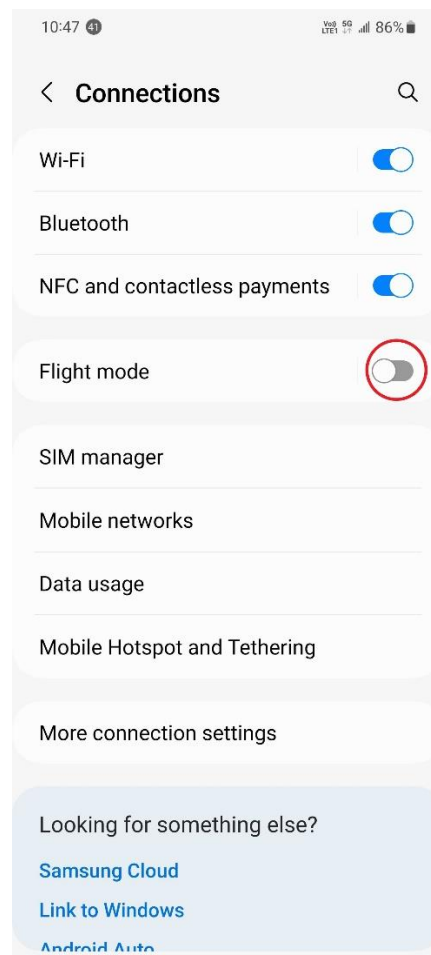
4. Turn on/off airplane **mode**

Enabling airplane mode on your Samsung smartphone before boarding a flight is recommended to comply with airline regulations and avoid any potential interference with the aircraft's communication systems. **Additionally, turning on airplane mode 30 seconds then turn off can also help resolve network issues on your Samsung smartphone**. To enable or disable airplane mode, please follow the below steps:
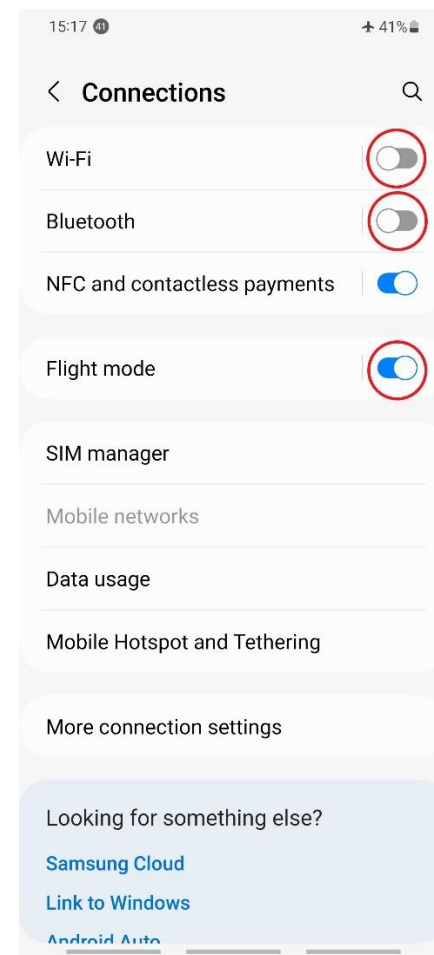
1. Choose **Settings** from home screen.
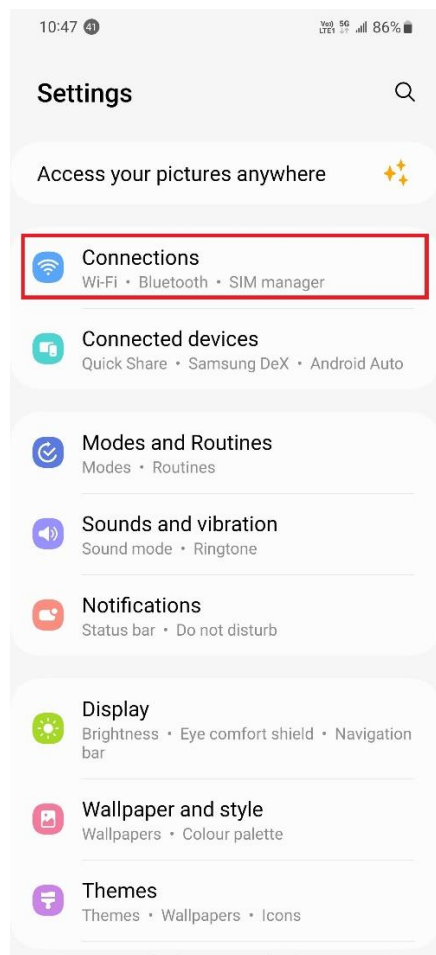
2. Choose **Connections**.

3. Turn on **Flight mode** or **Airplane mode**.

4. Please remember to turn off **Flight mode** or **Airplane mode** upon landing to restore your device's wireless connections.
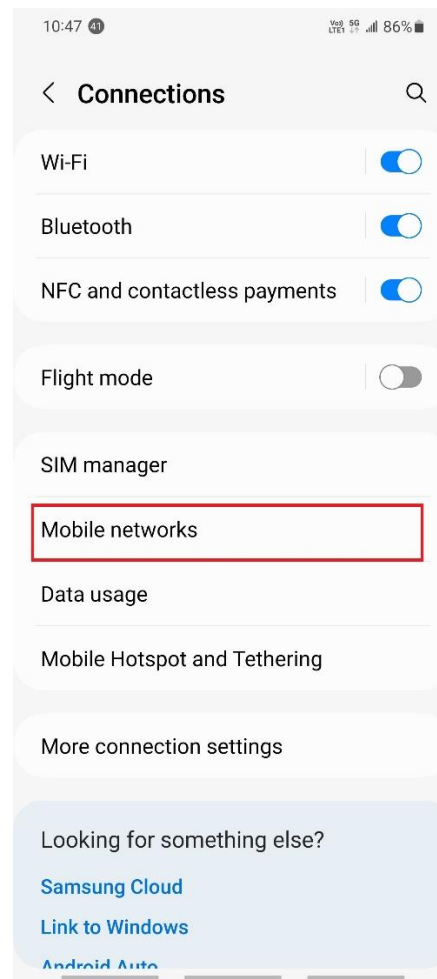
5. Manual network selection

If your Samsung smartphone cannot connect to a local network automatically, please connect to a local mobile network manually. Please refer to the link in *Roaming Service provided to find the appropriate roaming network for your destination.
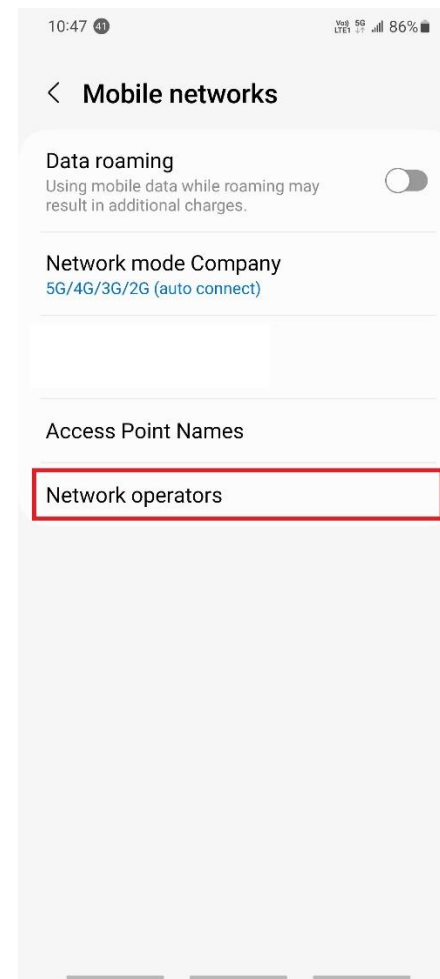

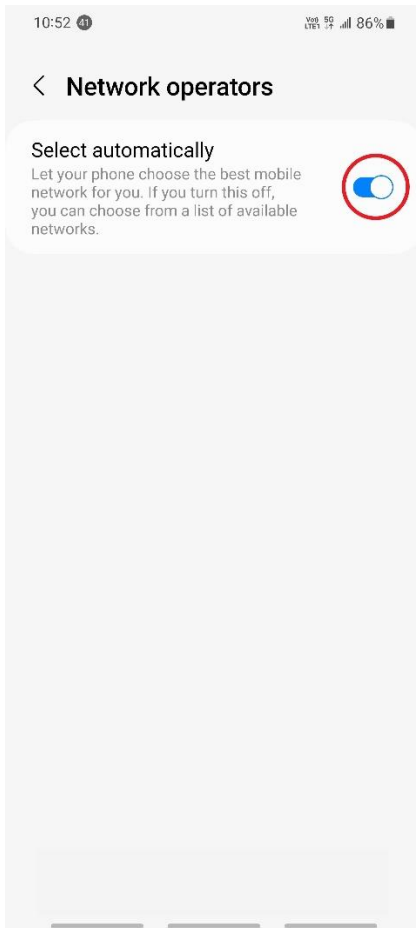1. Choose **Settings** from home screen.
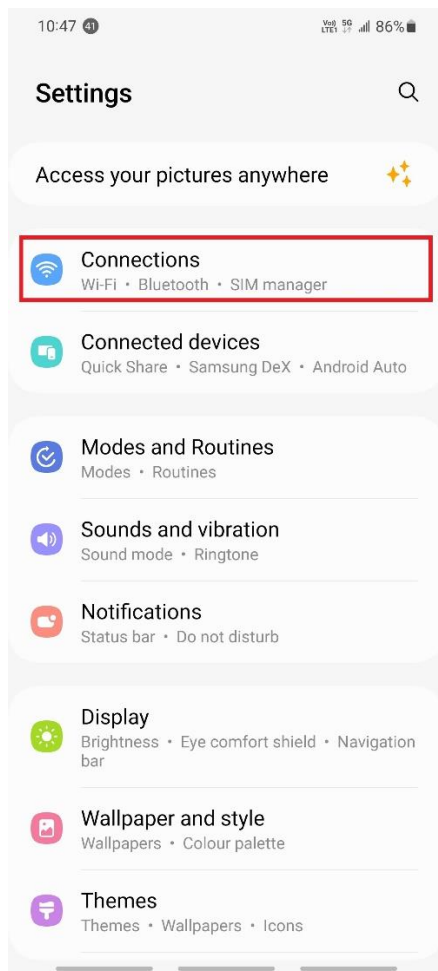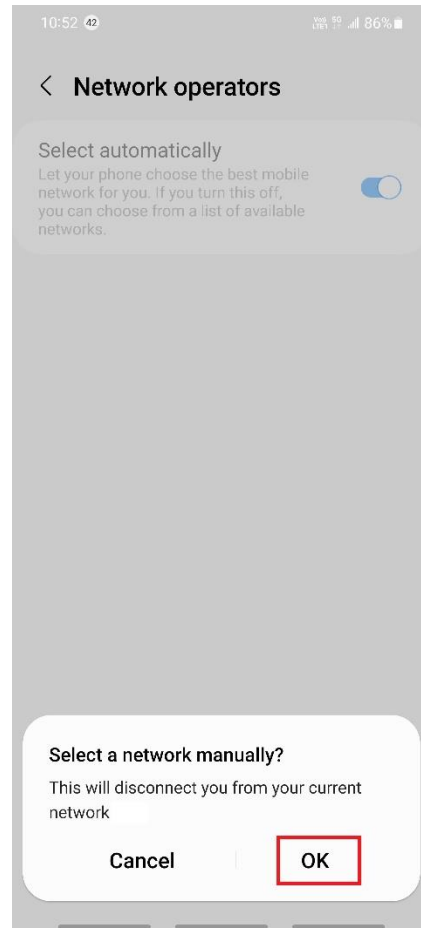
2. Choose **Connections**.
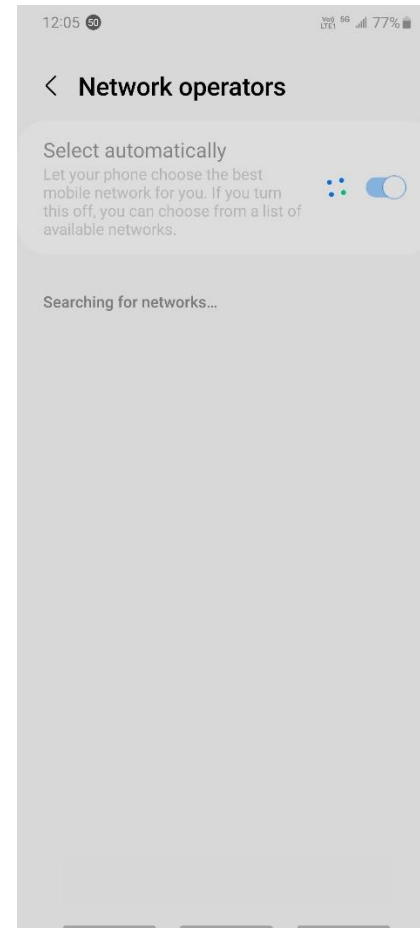
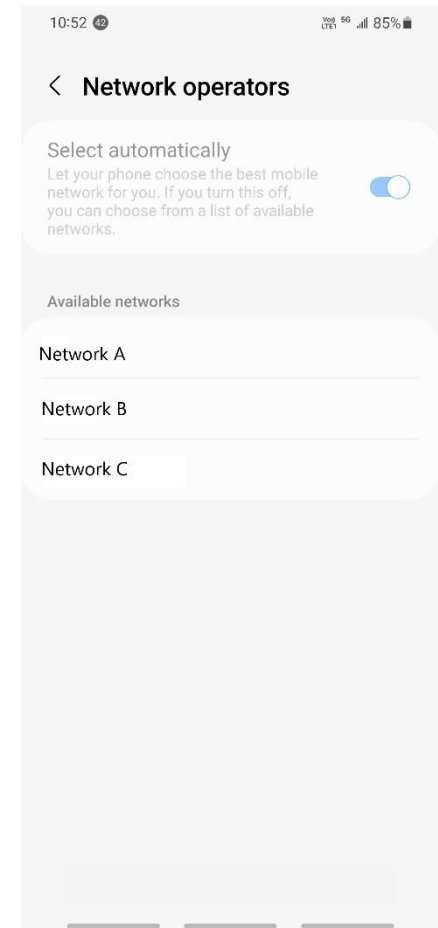3. Choose **Mobile networks**.

4. Choose **Network operators**.

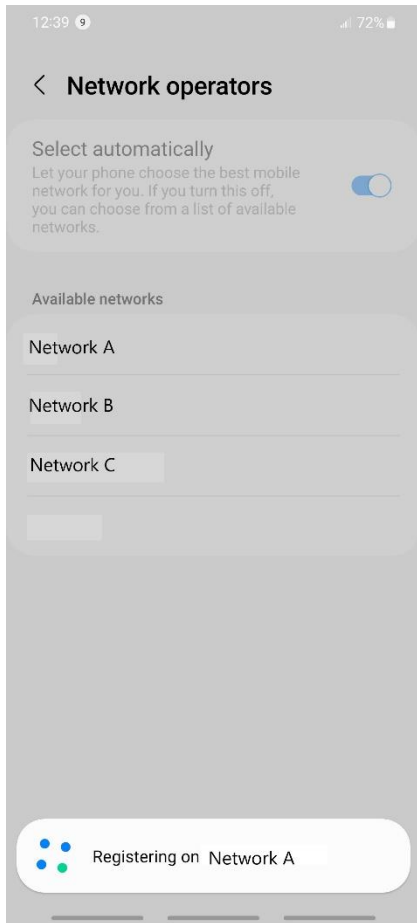5. Turn off **Select automatically**.

6. If this screen appears, choose **OK**. If this screen does not appear, go to step 7.

7. You will need to wait for a few seconds for all available networks to show up.

8. Choose one from the available networks.

9. Wait for a few seconds and your phone will be connected to the selected network.
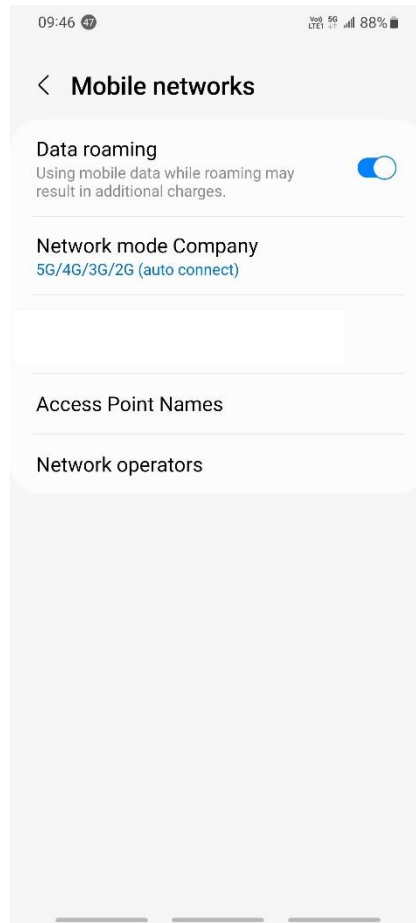
10. Your phone has been logged onto the selected network successfully.

Note: Please remember to restore the network settings to automatic mode from your Samsung smartphone when you are back to Hong Kong or in other countries.

Q&A:

How to find the appropriate roaming network for your destination?

1. Go to https://web.three.com.hk/roaming/coverage/index-en.html

2. Search for your destination.
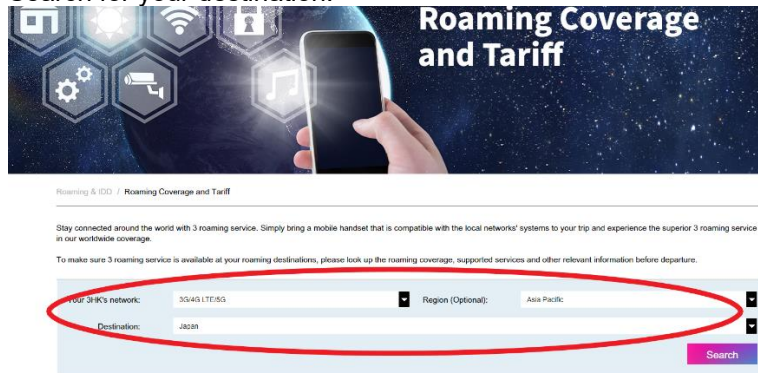
3. Under "**Data Roaming Service**", you will find out which roaming product is available for the network operators.

4. Network types will also be shown.

Network	System	Int'l Access Code	Voice Call Peak Hour		Caller Number Display	Int'l Toll Free Number
			Local	Int'l		
SoftBank	3G 2100/ LTE 700/1500/1800/2100/2600	+	---	---	Yes	---
DoCoMo	3G 800 / LTE 800/1500/1800/2100 / 5G / VoLTE	+	Mon-Fri 0000-0100 0800-2400	Mon-Fri 0800-1900	Yes	---
KDDI	LTE 800/1500/1800/2100 / VoLTE / 5G	+	---	---	Yes	---
Rakuten Mobile	LTE / VoLTE / 5G	+	---	---	Yes	---
Thuraya	Satellite	+ / 00	---	---	Yes	---

Should I restart my Samsung smartphone?

Mobile phones may experience connection issues with the mobile network occasionally and you can improve its performance just by restarting your Samsung smartphone. Restarting your Samsung smartphone can help resolving network and connectivity problems by forcing it to reconnect to the mobile network. Apps running in the background may cause battery drain, slow performance, overheating, and other conflicts. Restarting can help to clear the phone's memory, close any running apps, and resolve any conflicts.

How to restart Samsung smartphone?

1. Press and hold the "**Power button**" and the "**Volume down button**" until the "**Power off**" appears then release.

2. Tap "**Restart**".

3 Business 5G

Remarks:

We offer flexible roaming packages to suit the needs of frequent business travelers. You can enjoy travel data at a fixed rate and stay productive without worrying unexpected roaming charges.

*Roaming Service
  Roaming Coverage and Tariff
   https://web.three.com.hk/roaming/coverage/index-en.html
	Roaming Coverage

Data Roaming Daily Pass https://web.three.com.hk/roaming/roamingdaily/index-en.html	Roaming Daily Pass
RoamLite Pass https://web.three.com.hk/roaming/roamlitepass/index-en.html	RoamLite Pass
Roam-in-Command https://web.three.com.hk/roaming/ric/index-en.html	Roam-in-Command