

PCONNECT INTERNATIONAL ROAMING

TROUBLESHOOTING GUIDE

Setup & Troubleshooting for Android and iPhone

Before You Travel

International roaming is enabled by default on your PCONNECT mobile plan. Roaming usage incurs additional charges on top of your standard monthly plan fees. For current roaming rates, please contact PCONNECT Support.

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Section 1: iPhone Roaming Setup

Follow these steps to enable international roaming on your iPhone. Screenshots show iOS 17 but steps are similar for iOS 15 and later.

1.1 Enable Data Roaming

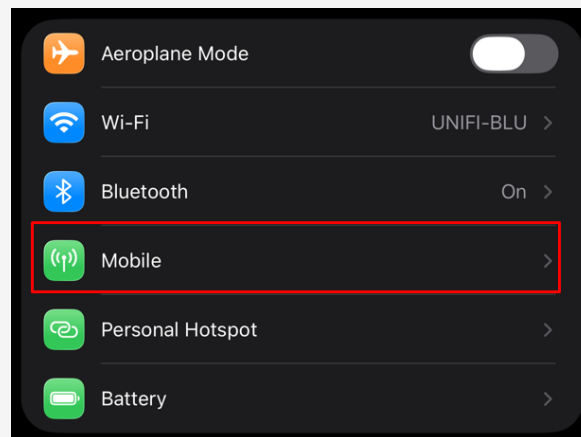
Step 1: Open Settings

Tap the Settings app on your home screen.



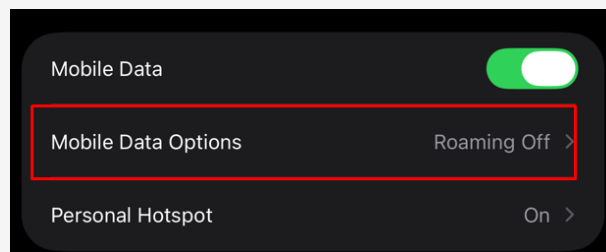
Step 2: Tap Mobile / Cellular

Scroll down and tap "Mobile" (or "Cellular" in some regions).



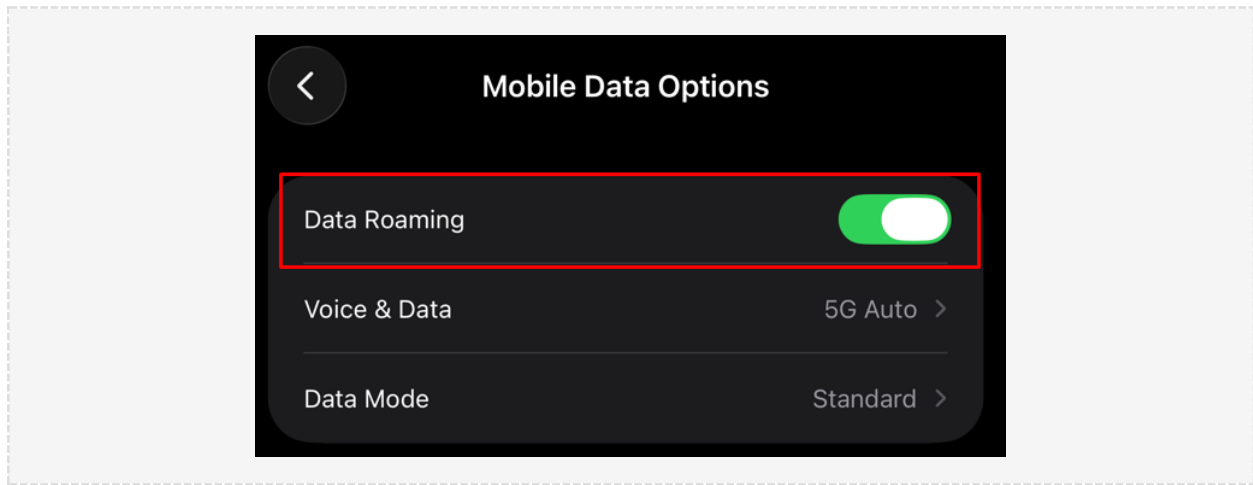
Step 3: Tap Mobile Data Options

Select "Mobile Data Options" or "Cellular Data Options".



Step 4: Enable Data Roaming

Toggle "Data Roaming" to ON (green). You may see a warning about charges—tap OK to confirm.



Tip: Using an eSIM?

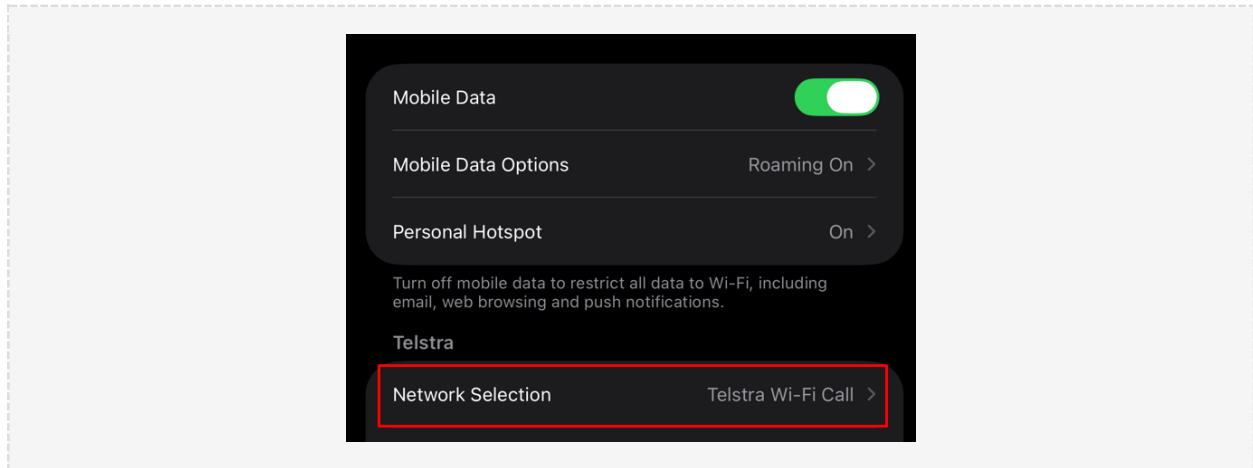
If you have a travel eSIM, go to Settings → Mobile → select your travel eSIM line → ensure it is set as your data line and roaming is enabled for that specific line.

1.2 Network Selection (Apple iPhone)

If you're not connecting automatically, try manually selecting a network.

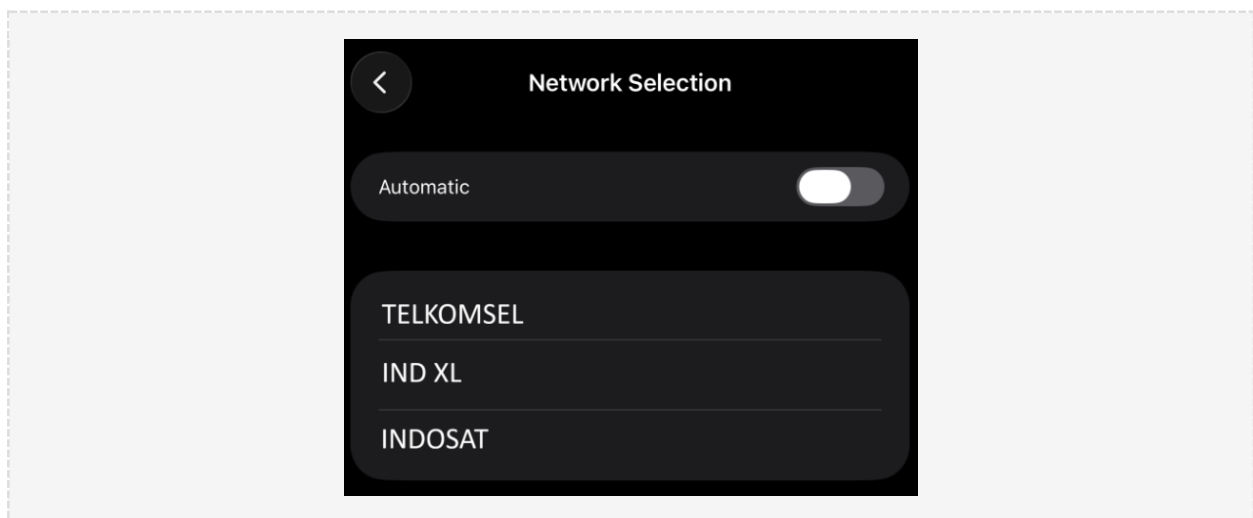
Step 1: Access Network Selection

Go to Settings → Mobile → Network Selection.



Step 2: Disable Automatic

Turn off "Automatic" to see available networks.



Step 3: Select a Network

Choose a local network from the list. If one doesn't work, try another.

Important

After selecting a network manually, your phone won't automatically switch to a better network. Remember to turn Automatic back ON when leaving the country or if experiencing poor service.

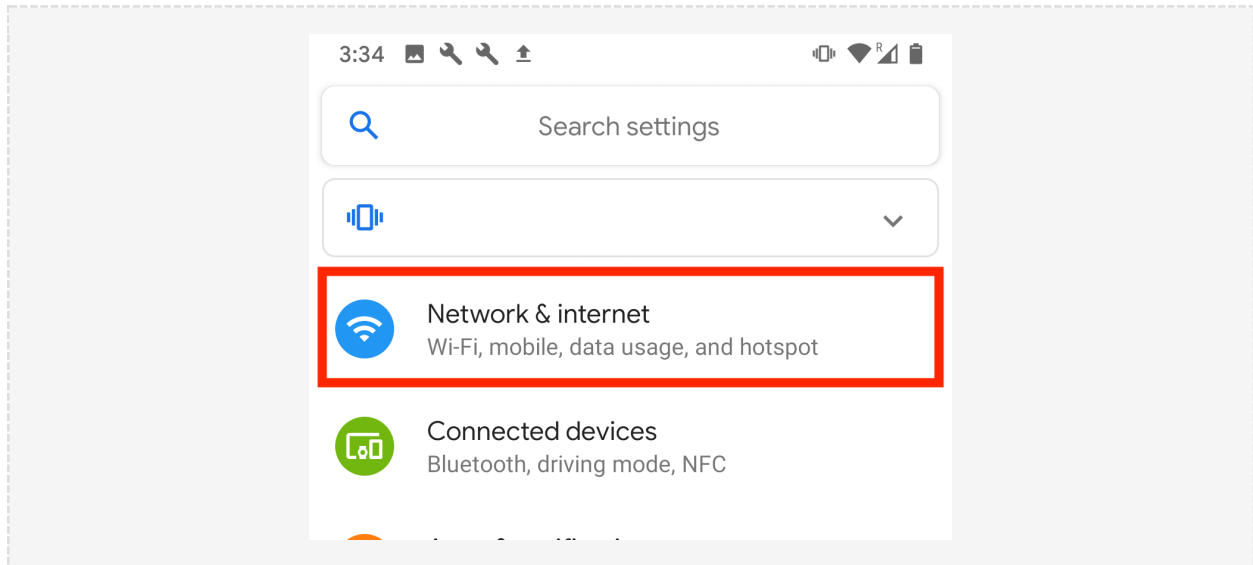
Section 2: Android Roaming Setup

Android settings vary by manufacturer. These instructions cover stock Android (Pixel) and Samsung devices. Other brands follow similar patterns.

2.1 Enable Data Roaming (Generic Android / Pixel)

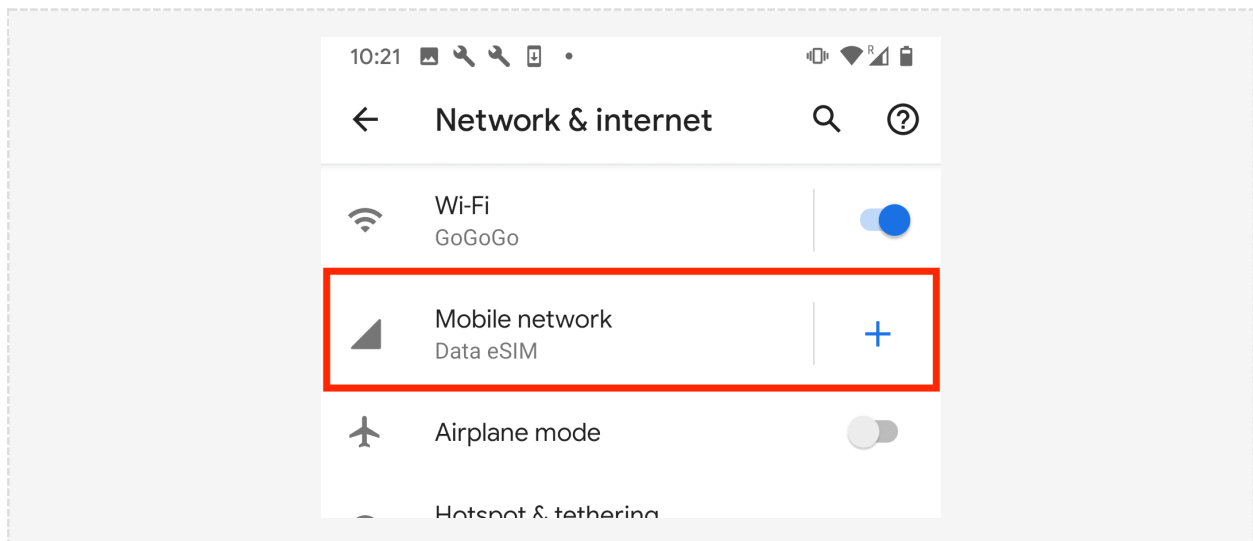
Step 1: Open Settings - Tap 'Network & Internet'

Select "Network & internet" from the settings menu.



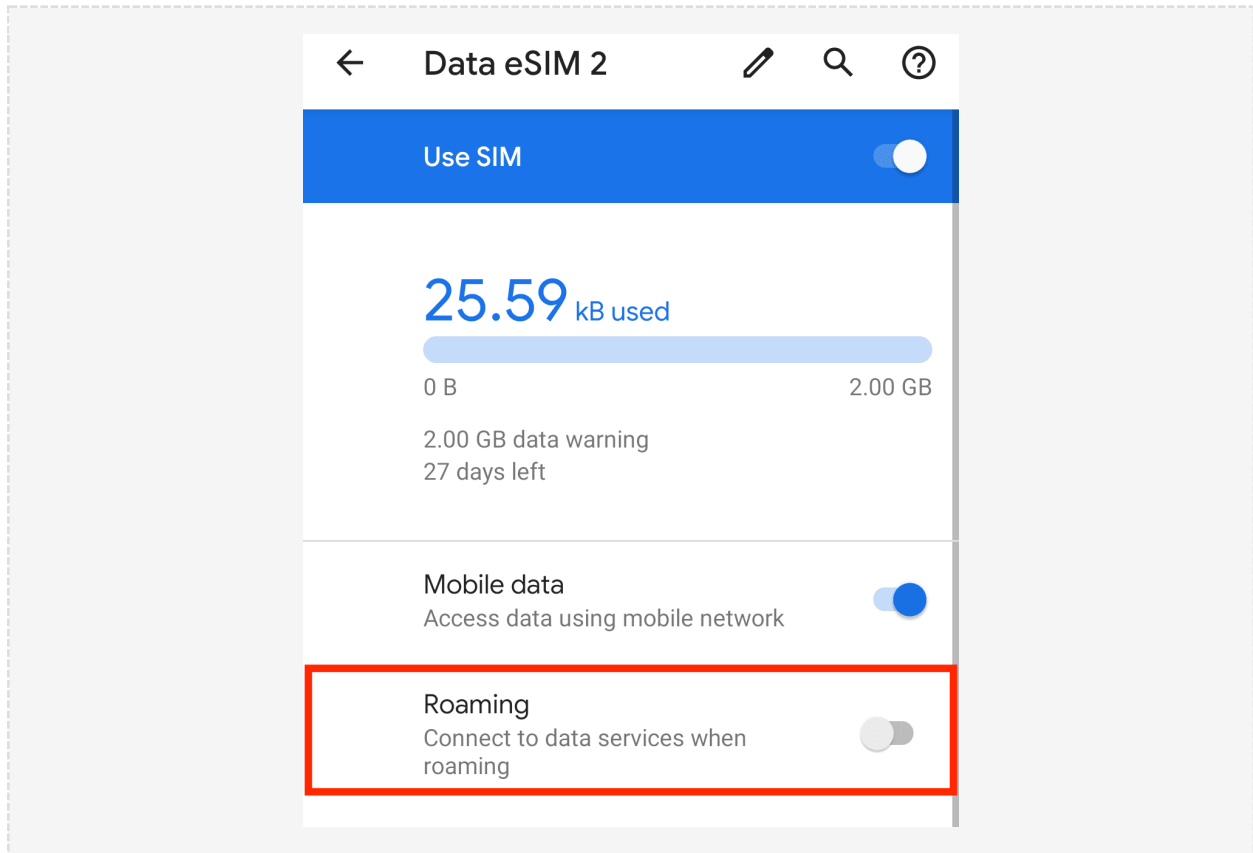
Step 2: Select Mobile Network

Tap "Mobile network" (or "SIMs" on newer Android versions, then select your SIM).



Step 3: Enable Roaming

Toggle "Roaming" to ON. Confirm any prompts about additional charges.



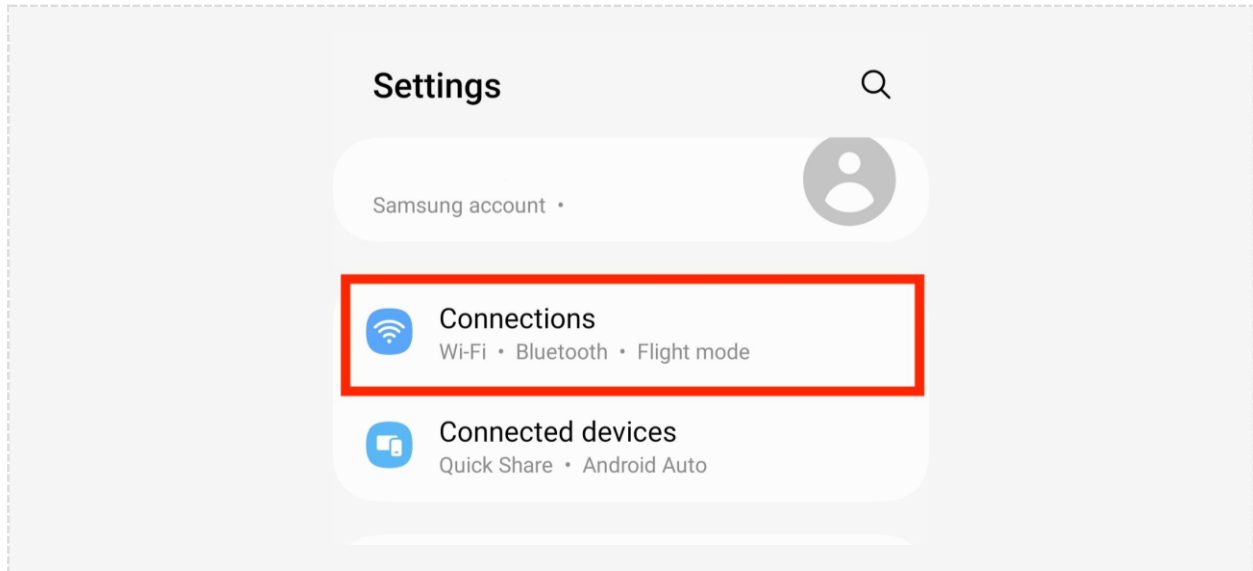
2.2 Enable Data Roaming (Samsung)

Step 1: Open Settings

Tap Settings from your app drawer or notification shade.

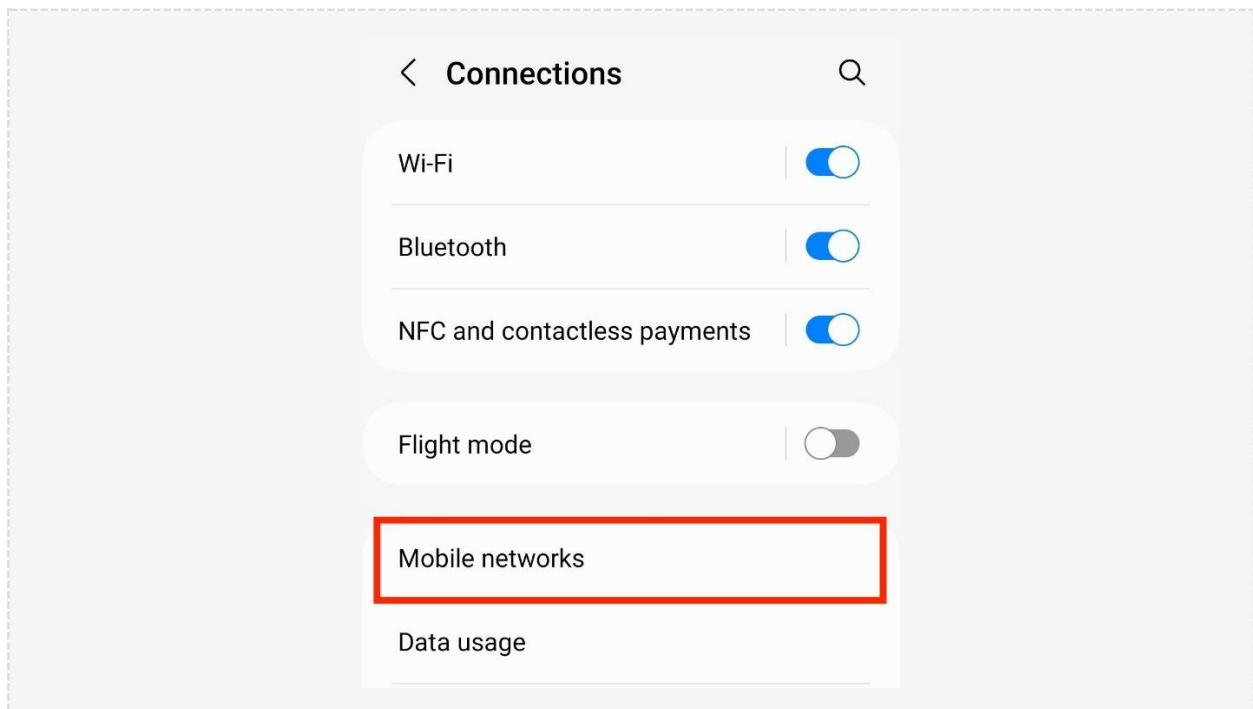
Step 2: Tap Connections

Select "Connections" at the top of the Settings menu.



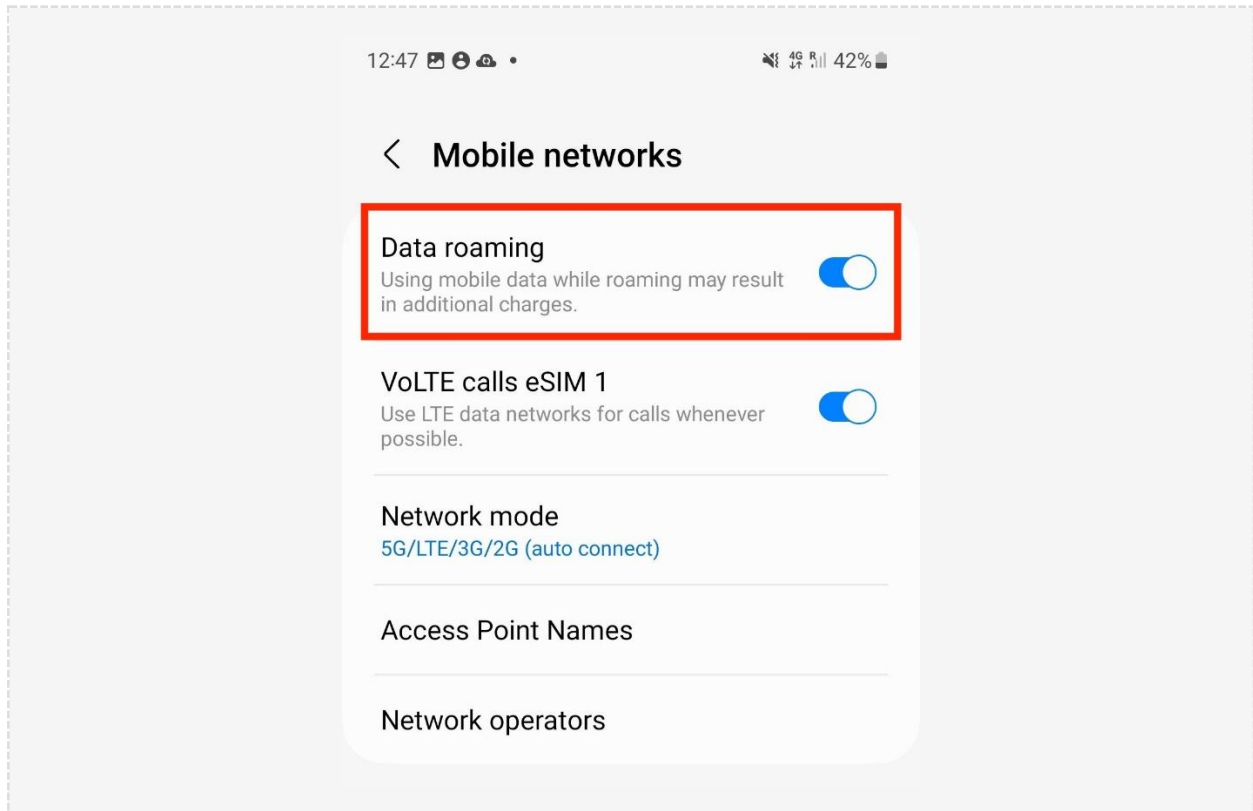
Step 3: Tap Mobile Networks

Select "Mobile networks".



Step 4: Enable Data Roaming

Toggle "Data roaming" to ON and confirm any warnings.



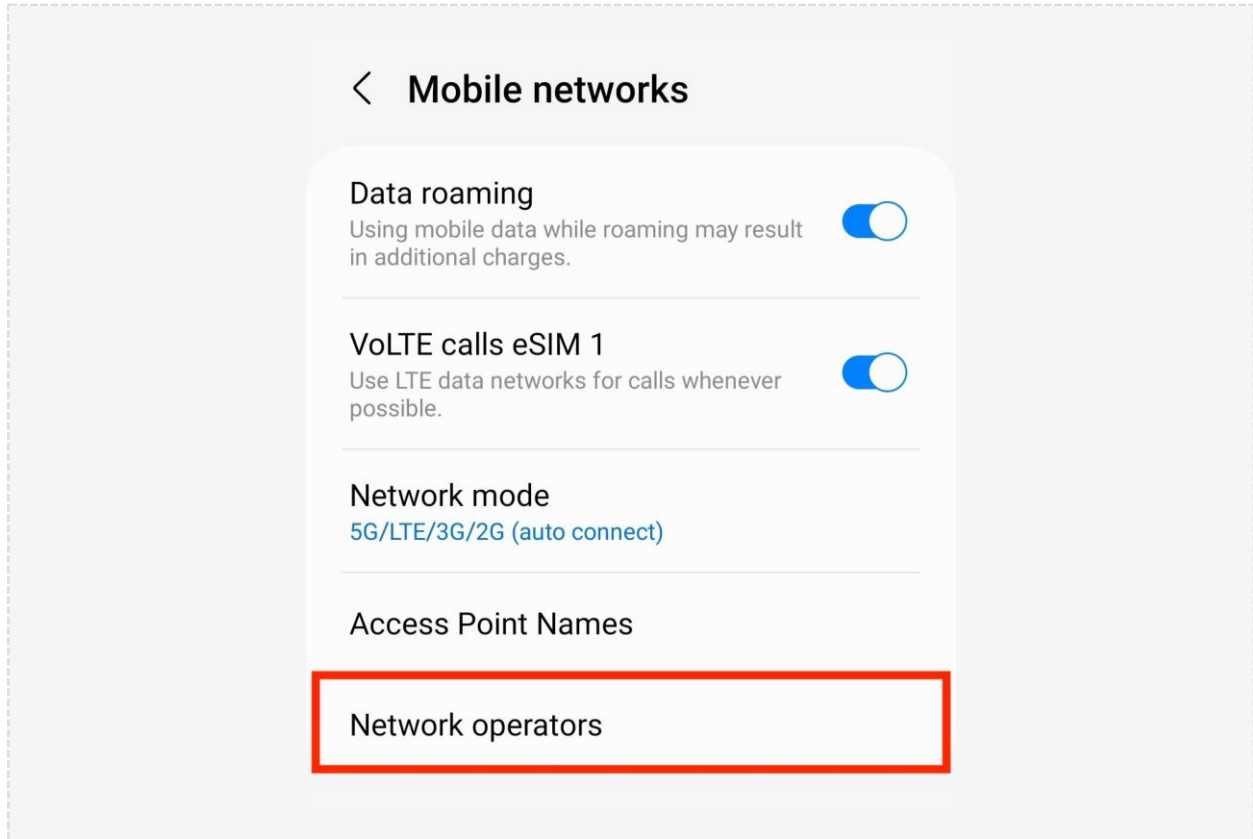
Tip: Check your APN Settings

If roaming is enabled but data doesn't work, your APN (Access Point Name) settings may need updating. Contact your provider for the correct APN settings for your destination country.

2.3 Network Selection (Generic Android)

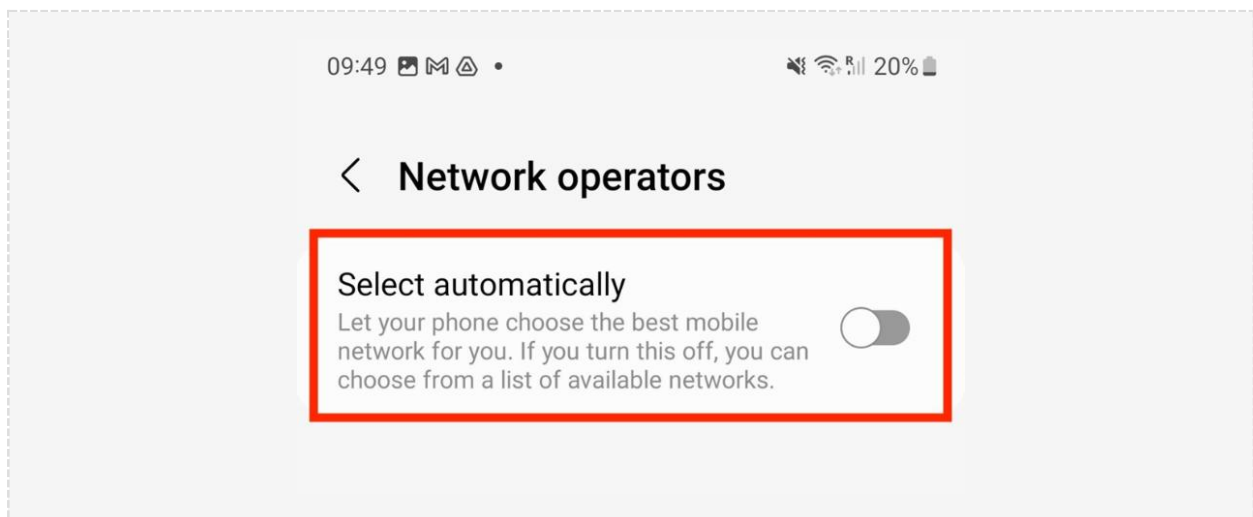
Step 1: Access Network Operators

From Mobile network settings, tap "Network operators" or "Choose network".



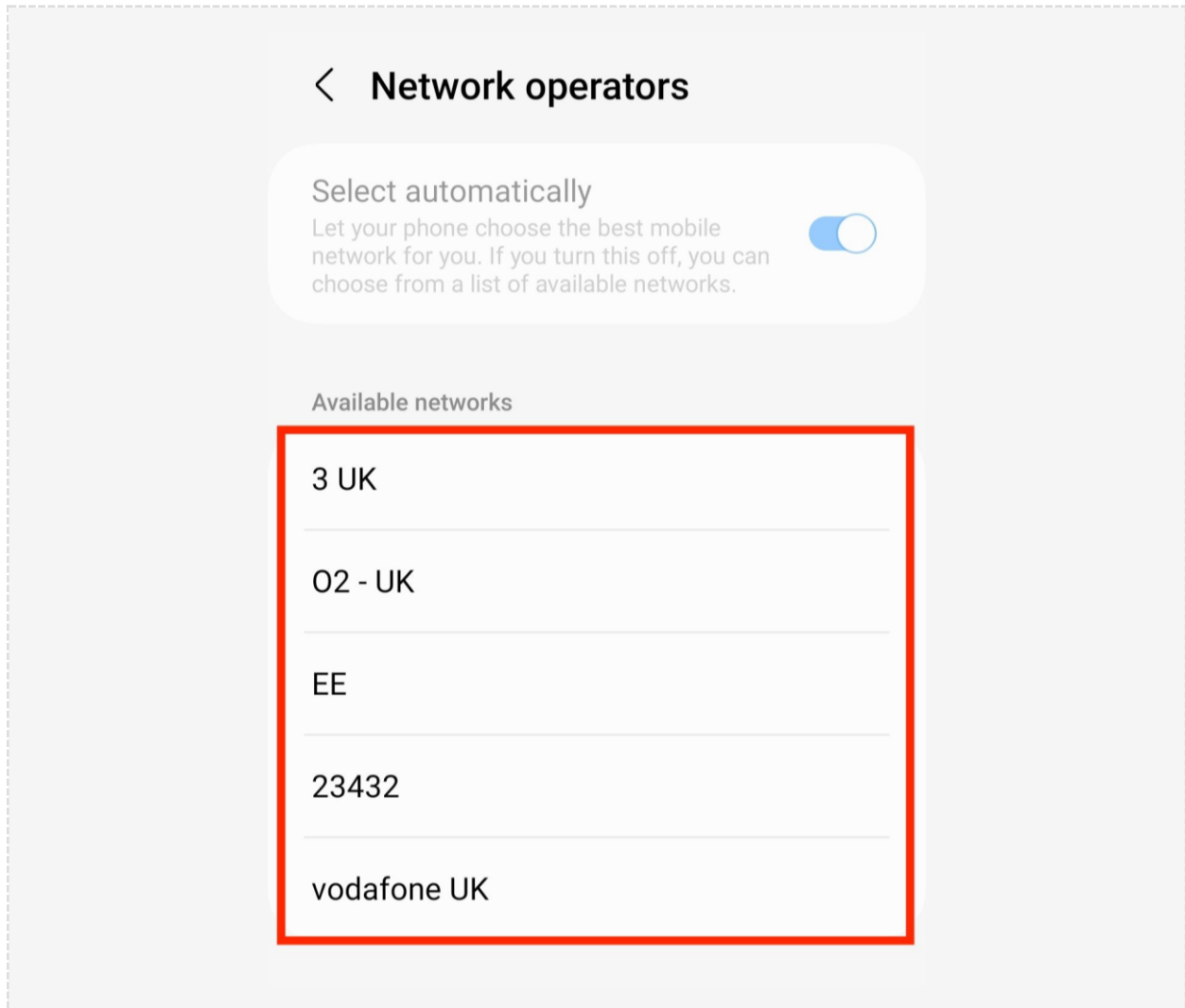
Step 2: Search for Networks

Disable 'Select Automatically'. Your phone will scan for available networks. This may take 30–60 seconds.



Step 3: Select a Network

Tap a network from the list to connect. Try different networks if the first doesn't work.



Section 3: Common Issues & Solutions

3.1 "No Service" or "No Network" Message

If your phone shows no service after arriving at your destination:

- ☐ Toggle Airplane Mode ON, wait 30 seconds, then OFF
- ☐ Restart your phone completely
- ☐ Remove and reinsert your SIM card
- ☐ Try manual network selection (see Sections 1.2 or 2.3)
- ☐ Confirm roaming is activated with your provider

3.2 Connected but No Data

If you see signal bars but can't use mobile data:

- ☐ Verify Data Roaming is enabled (not just Mobile Data)
- ☐ Check you haven't hit a data cap or need to purchase a roaming pack
- ☐ Reset network settings (warning: this erases saved Wi-Fi passwords)

3.3 Can Make Calls but Not Texts (or Vice Versa)

Voice and SMS use different network services. Try:

- ☐ Restart your phone
- ☐ Manually select a different network operator
- ☐ Check your message center number is correct with your provider
- ☐ Confirm SMS roaming is included in your plan (some plans only include data)

3.4 Very Slow Data Speeds

Slow international data can occur for several reasons:

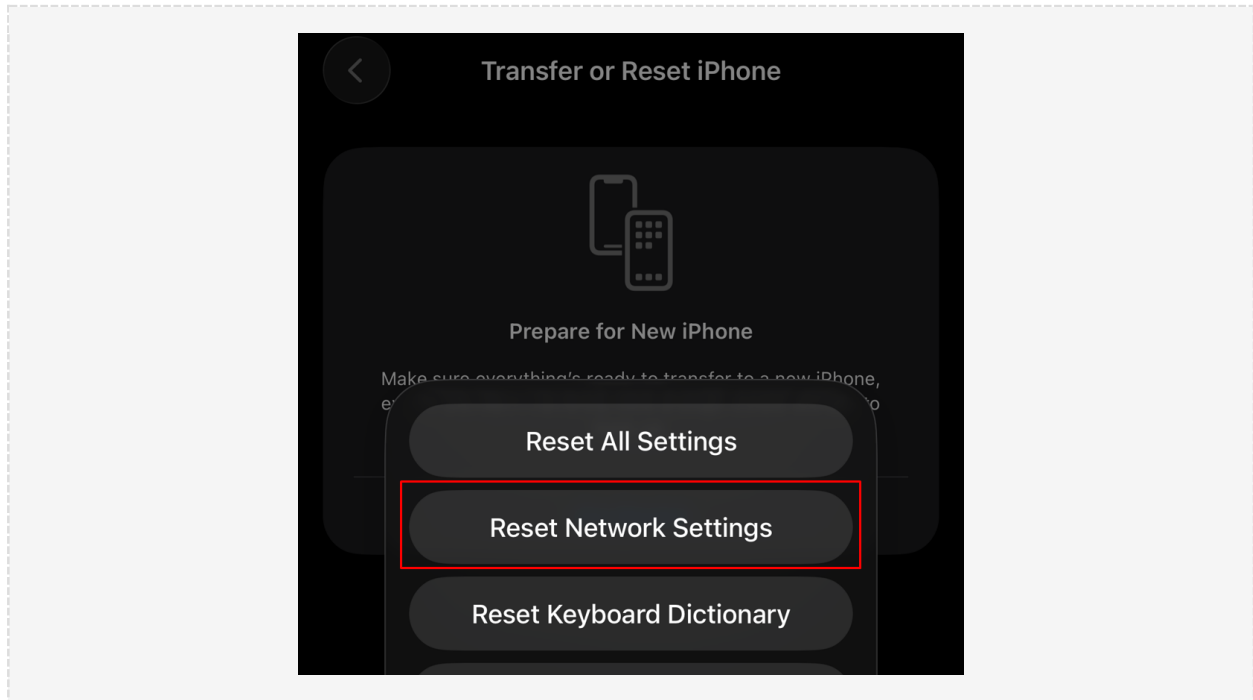
- ☐ Try selecting a different network operator manually
- ☐ Disable VPN if active (some VPNs conflict with roaming)
- ☐ Move to an area with better coverage

3.5 Reset Network Settings

As a last resort, resetting network settings can resolve persistent issues. Note: This will erase saved Wi-Fi networks and Bluetooth pairings.

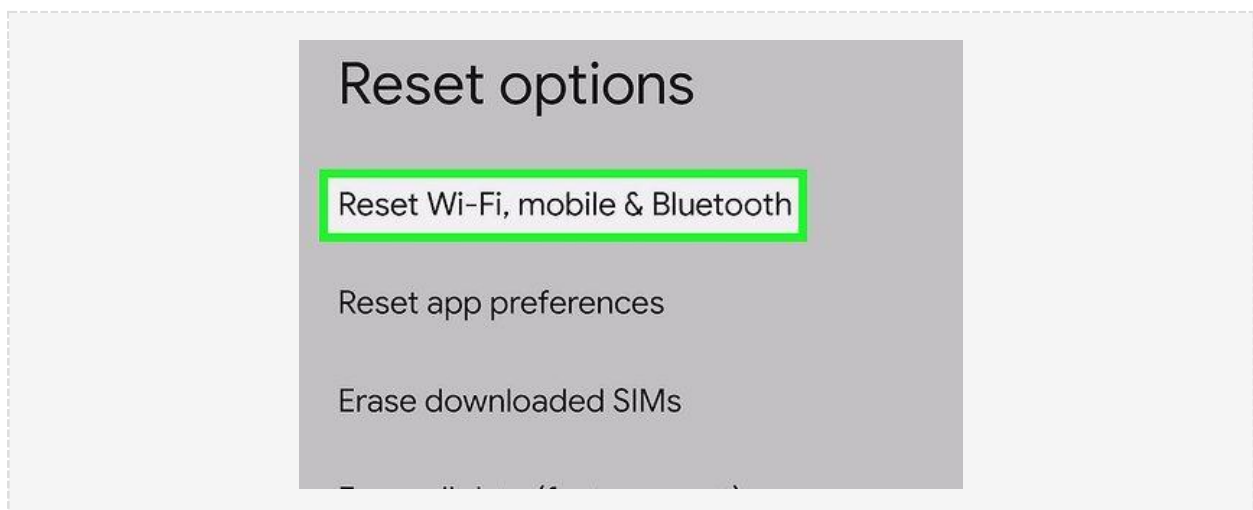
iPhone:

Settings → General → Transfer or Reset iPhone → Reset → Reset Network Settings



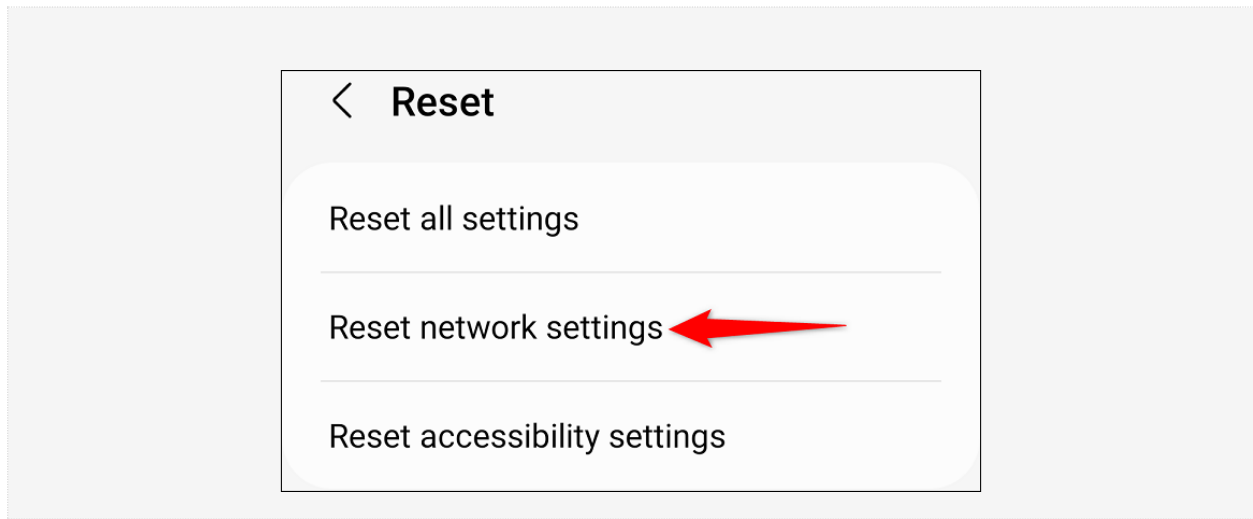
Android (Stock/Pixel):

Settings → System → Reset options → Reset Wi-Fi, mobile & Bluetooth



Samsung:

Settings → General management → Reset → Reset network settings



Section 4: Quick Reference Checklist

Use this checklist before and during your trip:

Before You Leave

- ☐ If unsure, log a case with PCONNECT Support to confirm roaming is active
- ☐ Understand your roaming charges or purchase a roaming add-on pack
- ☐ Note your provider's international support phone number
- ☐ Download offline maps and essential content before departure

When You Arrive

- ☐ Turn off Airplane Mode
- ☐ Enable Data Roaming in your phone settings
- ☐ Wait 2–5 minutes for your phone to find a network
- ☐ If no connection, restart your phone
- ☐ Try manual network selection if automatic doesn't work

Data-Saving Tips

- ☐ Disable automatic app updates over mobile data
- ☐ Turn off background app refresh for non-essential apps
- ☐ Disable iCloud/Google Photos auto-backup when on mobile data
- ☐ Use Wi-Fi calling when connected to hotel/café Wi-Fi
- ☐ Monitor data usage in Settings to avoid surprises

Still Having Issues?

If you've tried all troubleshooting steps and still can't connect, please contact PCONNECT Support.

Have your phone model, destination country, and any error messages ready when you call.

Email: support@pconnect.com.au
Phone: +61 2 8324 5688