

# US ROAMING WITH O2

## THINGS TO KNOW



Mobile operators in the USA have recently made some changes to their networks. Following some upgrades, they are shutting down their 2G and 3G services, which means that from early 2023, users will only be able to make 4G calls in the USA if they have a compatible SIM and device.

This means that when travelling in the USA with a UK SIM, you will now only be able to make Wi-Fi calls via 4G.

To ensure service continuity during and post switch off, there is more to check before a user travels.

Every user must have a compatible SIM and device for 4G Wi-Fi calling to work. It's essential for customers to also have the right set up in their device (software, O2 Firmware Build) and that it is provisioned with 4G Wi-Fi calling.

Follow the link to the O2 website for the full compatible device list and all the things you'll need to know about roaming in the USA.

<https://www.o2.co.uk/help/network-coverage-and-international/travelling-to-the-usa>

We've put together some handy hints and tips to consider before travelling.



# HELPFUL HINTS AND TIPS

## BEFORE ROAMING

Ensure that voicemail is enabled before you leave, if this isn't enabled you won't be able to recover your messages

## STEPS TO TAKE WHEN YOU'RE ROAMING

- Go to settings > select 'Network selection' > turn off Automatic
- Put your device in flight mode
- Reboot the device
- Switch flight mode off
- Go back into settings > select 'Network Selection' > select an approved network from within the list provided

## ROAMING IN THE EU

People tend to have 4G and Wi-Fi calls enabled. This can cause issues with calls as the device will be constantly searching for Wi-Fi to connect to and can interrupt calls. Therefore, we would advise that Wi-Fi calling is disabled whilst roaming.

If you have any questions or would like support with getting set up for roaming, call the team on **01242 246 700** or talk to your Account Lead.

