

# Going abroad with BT One Phone.

If you have any problems connecting when you're away, just follow our top tips below and if you need any help, please give us a call on +44 1923 723330 or email us at [care.btonephone@BT.com](mailto:care.btonephone@BT.com)

Please make sure that if you don't want to use data when you're away, you turn your 'data roaming' option off. Because of the special way BT One Phone works you will need to switch data roaming back on when you get home to continue using data.

## **BT One Phone 4G International Roaming:**

BT One Phone supports 4G international roaming through the EE international roaming network.

This means you can use 4G data while in certain countries and connected to our 4G international partner networks.

The BT 4G International roaming network partners are as follows:

<b>Country</b>	<b>Network</b>
Austria	T-Mobile Austria
Australia	Telstra
Australia	Optus Communications
Belgium	Mobistar
Brazil	TIM Region 2 Rio Norte
Brazil	TIM Region 1 Cellular Centro
Brazil	TIM Region 3 Sau Paulo
Canada	Rogers Communications
China	China Unicom
China	China Mobile (old)
Croatia	T-Mobile Croatia
Czech Republic	T-Mobile Czech
Denmark	Telia Mobile
Estonia	EMT Eesti Telecom

Finland	TeliaSonera Finland Oyj
France	Orange France
France	Bouygues Telecom
Germany	T-Mobile Germany
Greece	Cosmote Mobile Telecom
Hong Kong	CSL
Hong Kong	HKGSM
Hong Kong	Hong Kong Telecommunications (HKT) Limited (3G)
Hungary	T-Mobile Hungary
Indonesia	Telkomsel
Ireland	Meteor
Israel	Cellcom
Israel	Partner Communication
Italy	Wind Italy
Italy	TIM Italy
Japan	NTT DoCoMo
Kenya	Safaricom
Korea South	KT Freetel (3G)
Korea South	SK Korea
Luxembourg	Luxembourg P&T
Luxembourg	Orange
Malaysia	DiGi Telecommunications
Mauritius	Orange Mauritius
Mexico	Telcel
Moldova	Orange Moldova
New Zealand	Spark New Zealand
Netherlands	T-Mobile Netherlands
Netherlands	KPN Tel Netherlands
Norway	Telenor Mobil
Norway	TeliaSonera Norge
Oman	Ooredoo
Peru	America Movil PERU
Philippines	Globe Telecom
Poland	T Mobile
Poland	Orange Poland
Portugal	MEO Portugal
Portugal	NOS Comunicações SA
Qatar	Ooredoo
Romania	Orange Romania
Russia	MTS
Russia	VimpelCom
Saudi Arabia	Mobily (Etihad)
Singapore	Singtel GSM 900

Slovakia	Orange Slovakia
Slovenia	SI-Mobil
Spain	Orange Spain
Spain	Xfera Moviles
Sri Lanka	Dialog Axiata
Sri Lanka	Mobitel (Pvt) Limited
Sweden	TeliaSonera Mobile Networks
Switzerland	Salt (Switzerland)
Switzerland	Swisscom
Taiwan	Chungwa Telecom LDM
Thailand	DTAC TriNet
UAE	du
UAE	Etisalat
UK	JT
USA	AT&T Wireless
USA	T-Mobile USA - USAW6

*This list is correct as per the publication date. For updated 4G network support please see the BT website*

Ensure you have connected to one of the partner networks in the relevant country. If you are connected to a different Mobile network, you can manually search for the correct network in your Mobile device.

Other BT One Phone `Information Notes` detail how to manually setup your device. Information Notes exist for the following devices:

- Apple iPhone (iOS)
- Samsung Galaxy (Android)
- Blackberry (BB10)
- Microsoft Lumia (Windows 8 and Windows 10)

#### Tip 1 – Check Signal, roaming bars and network selection settings

- a) Verify that you are in a location with mobile coverage i.e the signal indicator on your home screen is showing signal bars.
- b) If you have international roaming or international data roaming barred or if you have reached a cap for consumption of international roaming data in a month, then the cap or barring will need to be lifted by your administrator to allow continued use of your mobile abroad.
- c) Go to your BT One Phone SIM Toolkit. This usually looks like an app on your phone, but the location will vary depending on which phone you have. Go to “How to find your BT One Phone SIM Toolkit” at the end of this document to find the BTOP SIM Toolkit.
- d) In the BT One Phone SIM Toolkit menu, if you find it is set to ‘UK only’ set it to ‘Auto selection’. In case it is set to ‘Auto selection’ and does not work, choose the ‘international only’ option.

**REMEMBER:** If you set it to `international only` you will need to put it back to `Auto Selection` when you get home for your phone to continue to work in the UK

## Tip 2 – Check Data roaming enabled and APN settings correct

- a) Verify that international data roaming is enabled
  - i. **iPhone** – Settings / Mobile data / Data roaming
  - ii. **Android** Samsung Galaxy S6 – Settings / Mobile Networks / Data roaming
  - iii. **Windows 8.1 Phone** - Settings / Mobile+SIM / Data roaming options
  - iv. **Windows 10 Phone** – Settings / Network & Wireless / Mobile & SIM / Data Roaming options
  - v. **Blackberry 10** – Settings / Networks and Connections / Mobile Network / Data services while roaming
- b) Check your APN settings are as shown below. Don't worry about filling in the user name or password.

APN                    Internet.btonephone.com

Username            No Username Required

Password            No Password Required

## Tip 3 – How to connect when you're back in the UK.

Only if you have accessed the SIM toolkit and changed the settings to 'international only':

- a) Go to your BT One Phone SIM Toolkit.
- b) Select the 'roaming' menu and choose the 'automatic selection' option.

In case mobile data does not work in the UK:

- c) Go to your phone settings menu and select the 'mobile network option'. (This can vary depending on the phone so if you can't find it, check your phone guide).
- d) Go to your APN settings and make sure the APN details are shown as below. Don't worry about filling in the user name or password.

APN                    Internet.btonephone.com

Username            No Username Required

Password            No Password Required

## Not in a 4G supported area!

If you are not in an area that supports 4G data services, you will need to connect to the local 2G or 3G services.

Please see the following Tips if you are not in a 4G supported country or Network.

### Tip 1 – Disable 4G prior to departure

If 4G Roaming is not available in the country you are visiting. We recommend that before travelling you disable 4G on your handset to avoid any conflict which could stop you being able to use data at all. Once this is done your phone should automatically connect to 2G or 3G available on the foreign network.

Steps to disable 4G data:

- a) **iPhone** - Settings/Mobile data/Voice&data
- b) **Android Samsung Galaxy S6** - Settings/Mobile Networks/Network Mode
- c) **Windows 8.1 Phone** - in Settings/Mobile+SIM/Highest Connection Speed
- d) **Windows 10 Phone** – Settings / Network & Wireless / Mobile & SIM / Data Roaming options
- e) **Blackberry 10** - Settings/Networks and Connections/Mobile Network/Network Mode

Some devices will label the options 2G, 3G and 4G. Other devices may use slightly more technical terminology:

2G - GSM

3G – WCDMA or UMTS

4G - LTE

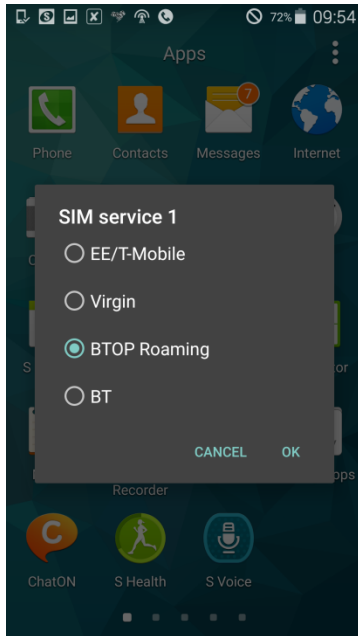
After changing the settings you should reboot your phone and allow several minutes for the network connection to establish.

**REMEMBER:** You will need to re-enable 4G when you get home so that you can continue to benefit from 4G in the UK.

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### Tip 2 – If you get a pop up, select BTOP Roaming

Some devices will present a pop-up to the User when they arrive in the foreign country. Typically the pop-up will be on older Android devices and will look similar to the below. With new software and settings rolled out over time, fewer and fewer device types will typically experience this pop-up.



- a) If you receive this pop-up you MUST choose the '**BTOP roaming**' option.
  - b) If you do not choose the **BTOP roaming** option then your data roaming options will probably be incorrectly set on your device and hence you will not be able to connect to data services.
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### Tip 3 – Check Signal, roaming bars and network selection settings

- e) Verify that you are in a location with mobile coverage i.e the signal indicator on your home screen is showing signal bars.
- f) If you have international roaming or international data roaming barred or if you have reached a cap for consumption of international roaming data in a month, then the cap or barring will need to be lifted by your administrator to allow continued use of your mobile abroad.
- g) Go to your BT One Phone SIM Toolkit. This usually looks like an app on your phone, but the location will vary depending on which phone you have. Go to "How to find your BT One Phone SIM Toolkit" at the end of this document to find the BTOP SIM Toolkit.
- h) In the BT One Phone SIM Toolkit menu, if you find it is set to 'UK only' set it to 'Auto selection'. In case it is set to 'Auto selection' and does not work, choose the 'international only' option.

**REMEMBER:** If you set it to 'international only' you will need to put it back to 'Auto Selection' when you get home for your phone to continue to work in the UK.

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### Tip 4 – Check Data roaming enabled and APN settings correct

- c) Verify that international data roaming is enabled
  - vi. **iPhone** – Settings / Mobile data / Data roaming
  - vii. **Android Samsung Galaxy S6** – Settings / Mobile Networks / Data roaming
  - viii. **Windows 8.1 Phone** - Settings / Mobile+SIM / Data roaming options
  - ix. **Windows 10 Phone** – Settings / Network & Wireless / Mobile & SIM / Data Roaming options

- x. **Blackberry 10** – Settings / Networks and Connections / Mobile Network / Data services while roaming

- d) Check your APN settings are as shown below. Don't worry about filling in the user name or password.

APN                    Internet.btonephone.com

Username            No Username Required

Password             No Password Required

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### Tip 5 – How to connect when you're back in the UK.

When back in the UK, please remember to re-enable 4G so you can access the 4G networks in the UK. Normally no other intervention is required when returning.

Only if you have accessed the SIM toolkit and changed the settings to 'international only':

- e) Go to your BT One Phone SIM Toolkit.
- f) Select the 'roaming' menu and choose the 'automatic selection' option.

In case mobile data does not work in the UK:

- g) Go to your phone settings menu and select the 'mobile network option'. (This can vary depending on the phone so if you can't find it, check your phone guide).
- h) Go to your APN settings and make sure the APN details are shown as below. Don't worry about filling in the user name or password.

APN                    Internet.btonephone.com

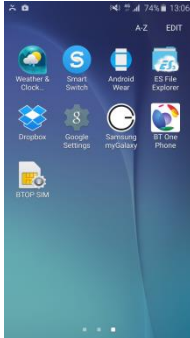
Username            No Username Required

Password             No Password Required

## How to find your BT One Phone SIM Toolkit

### Android Phones

The BT One Phone SIM toolkit for Android phones can be found in the general applications folder. It has an icon of a SIM card and a settings wheel.



### Windows Phones

The BT One Phone SIM toolkit in Windows phone devices can be found in the following location:

- Settings
- Mobile Network
- SIM Applications

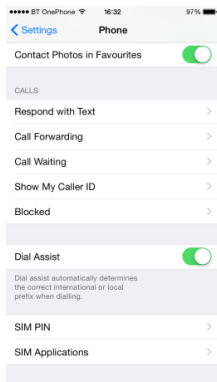




## iPhone

The BT One Phone SIM toolkit in iPhone devices can be found in the following location:

- Settings
- Phone



## Blackberry Phones

The BT One Phone SIM toolkit in Blackberry 10 phones is in the general Applications folder. It has a SIM card icon and says 'BT One Phone or BTOP SIM'.

