

NO.	Update Record	Version	Date
1	First release	1.0	2019-01-02

To: Level1 Level2 Level 2E Level3 RSH Call center Distributor Marketing
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From: Global Customer Care Technical Support

Subject: TN for data roaming issue on B-KRYPTON (BBD100), B-MERCURY (BBB100), B-ATHENA (BBF100), B-LUNA (BBE100)

Dear RCs partners,

We would like to draw your attention on the claims from end user about data roaming issue on B-KRYPTON(BBD100), B-MERCURY(BBB100), B-ATHENA(BBF100), B-LUNA(BBE100) in different countries, even if data roaming service was enabled on customer's SIM card. Please check phone settings as follow.

➤ Check whether data roaming is enabled in the phone settings:

- For B-KRYPTON, B-MERCURY, B-ATHENA: Go to "**Settings**"->"**Network & Internet**"->"**Mobile networks**" or "**Cellular networks**"->"**Data services while roaming**"->select "**On**"
- For B-LUNA: Go to "**Settings**"->"**Network & Internet**"->"**SIM cards & Mobile network**"->"**Mobile network**"->"**Data services while roaming**"->select "**On**"

On android N operating system, the default policy of data roaming service is asking whether to enable data roaming once customer insert SIM card in the mobile phone.

When operating system is upgraded to android O, the default policy of data roaming service is disabled whether SIM card is inserted or not. Customer needs to turn on data roaming service manually as mentioned above.

To check the Android version information by go to “**Settings**”->“**System**”->“**About phone**”->“**Android version**”

- If handset system UI crashes when enabling data roaming function, please upgrade phone software to below version or above, then activate data roaming function again.

Model	Software ver.
B-KRYPTON(BBD100)	ABM376 or above
B-MERCURY(BBB100)	ABM376 or above
B-ATHENA(BBF100)	ABM571 or above
B-LUNA(BBE100)	ABM571 or above

Check the software version information by typing “*#3228#” in dial pad, you will see a window popup->“**Software version**”

There are 2 ways to upgrade phone software:

- A) By FOTA: access “**Settings**”->“**System**”->“**System updates**”
- B) By Sugar tool: please refer to the corresponding repair document for details.

If above settings do not fix the data roaming issue, please continue diagnosis by following regular repair process.

You'll find the below tables Product PRD & Model number information for your reference.

Product	PRD	Model Number
BBD100	PRD-63737	BBD100-1
	PRD-63739	BBD100-2
	PRD-63753	BBD100-6

Product	PRD	Model Number
BBB100	PRD-63116	BBB100-1
	PRD-63117	BBB100-2
	PRD-63118	BBB100-3
	PRD-63734	BBB100-4
	PRD-63736	BBB100-5
	PRD-63763	BBB100-6
	PRD-63764	BBB100-7

Product	PRD	Model Number
BBF100	APBI-PRD63824	BBF100-1
	APBI-PRD63825	BBF100-2
	APBI-PRD63827	BBF100-4
	APBI-PRD63828	BBF100-6
	APBI-PRD63830	BBF100-8
	APBI-PRD63831	BBF100-9

Product	PRD	Model Number
BBE100	PRD-65001	BBE100-1
	PRD-65002/PRD-65012	BBE100-2
	PRD-65003	BBE100-3
	PRD-65004	BBE100-4
	PRD-65014	
	PRD-65005	BBE100-5

Feel free to address your technical support contact, should you have any question or issue.

Thanks for your cooperation.