

Mobile checklist

We understand how vital seamless connectivity and time efficiency are to you or your business. That's why we've created this quick and easy checklist to help you resolve common mobile issues instantly, before reporting a fault or support ticket.

The below guide often resolves the majority of issues in just a few steps. We encourage you to give it a try - your time is valuable, and this checklist is here to help you get back to what matters most, faster.

1 Has the device had Airplane mode turned on and off again in the last 2 hours?

- Airplane mode should be turned on for 10 seconds, and off again to enable a controlled reconnection to the network.
- Check Airplane mode is 'off' and the device is able to pick up a network signal.

2 Update Software

Is the device running the latest iOS or Android OS version?

3 Check Background Apps & Battery Optimization

- Close any apps working in the background as this may interfere with network performance.
- Please check that battery saver mode is disabled and not used, as it may restrict network usage.

4 Check that Mobile Data is enabled

If already enabled, turn off and on again.

5 VoLTE

Ensure that VoLTE is on.

6 For iPhone users - Set 5G to Auto (instead of 5G on)

7 Restart & Refresh the Network Connection

Please restart the mobile device, to enable a full and controlled rejoin to the network.

8 Test

Please perform a test call or load a new data session to see if the steps you've taken have resolved the issue.

BALANCE CHECK

Customers with personal devices should check remaining balance, or any active spend caps, through your My JT app to make sure that's not the reason for a change to your mobile connectivity.

Guidance for settings navigation

If you're unsure about how to check certain settings please see the below which provides the steps to follow for both Android and iOS devices.

1

Airplane mode 'off'



Android

1. Swipe down from the top of your screen to open the Quick Settings panel
 - Look for the Airplane Mode icon (usually a plane).
 - If it's highlighted or coloured, it means it's **ON**. Tap it once to turn it **OFF**.



iOS

1. Swipe down from the top-right corner (iPhone X and newer) or up from the bottom (older models)
 - Look for the Airplane Mode icon.
 - If it's orange, it's **ON**. Tap it to turn it **OFF**.

Guidance for settings navigation (continued)

2

Is your device running on the latest iOS or Android OS?



Android

1. Open System Settings

- Open the Settings app.
- Scroll down and tap System (on some devices, it might be About phone directly).

2. Check for Updates

- Tap Software Update or System Update.
- Tap Check for updates.
- If an update is available, follow the on-screen instructions to download and install it.
- If it says Your system is up to date, you're on the latest version available for your device.

Note: The exact steps may vary slightly depending on your phone brand (Samsung, Google Pixel, OnePlus, etc.).

iOS

1. Open Settings

- Open the Settings app.
- Tap General.

2. Check for Updates

- Tap Software Update.
- Your iPhone will check for available updates.
- If an update is available, tap Download and Install.
- If it says iOS is up to date, you're running the latest version.



Tip: Make sure your device is connected to Wi-Fi and has enough battery or is plugged in before updating.

3

How to make sure battery saver mode is disabled



Android

1. Open the Settings app

- Tap Battery or Battery & Device Care.
- Tap Battery Saver or Power Saving Mode.
- Toggle it **OFF**.

iOS

1. Disable Low Power Mode

- Open the Settings app.
- Tap Battery.
- Toggle Low Power Mode to **OFF**.

Guidance for settings navigation (continued)

4 How to close background apps



Android

1. Tap the Recent Apps button (usually a square or swipe-up gesture)
 - Swipe away each app to close it, or tap **Close All** if available.
-  This helps free up memory and reduce interference with network performance.

iOS

1. Close Background Apps
 - Swipe up from the bottom of the screen and pause (iPhone X and newer), or double-click the Home button (older models).
 - Swipe up on each app preview to close it.

5 Mobile Data and VoLTE need to be 'enabled'



Android

1. Open the Settings app
 - Tap Network & Internet or Connections.
 - Tap Mobile Network.
 - Toggle Mobile Data to **ON**.
2. Enable VoLTE (if available)
 - In the Mobile Network settings, look for VoLTE or 4G Calling.
 - Toggle it to **ON**.

iOS

1. Enable Mobile Data
 - Open the Settings app.
 - Tap Cellular or Mobile Data.
 - Toggle Cellular Data to **ON**.
2. Enable VoLTE
 - In Settings > Cellular > Cellular Data Options.
 - Tap Voice & Data.
 - Select LTE and make sure VoLTE is **ON**.

Guidance for settings navigation (continued)

6

How to Set 5G to Auto on iPhone



iOS

1. Open Settings

- Tap the Settings app on your iPhone.

2. Go to Mobile Data or Mobile Service

- Tap Mobile Data (or Cellular, depending on your region).

3. Select Mobile Data Options

- Tap on the mobile plan you're using (usually listed under "Mobile Data Plans").

4. Tap Voice & Data

- This is where you can choose your network mode.

5. Choose "5G Auto"

- Select 5G Auto from the list.
- This setting allows your iPhone to automatically switch between 5G and 4G/LTE depending on your usage and battery life—giving you the best balance of performance and efficiency.