



Question: Why is there a prompt that package has been sold out when I buy ORoaming data package?

Answer:

Means the package has been sold out and many are purchasing it. If this happens, kindly try again in 2 to 4 hours.

Question: Why didn't I see the record on my Orders (data package purchased) after I bought it?

Answer:

Kindly do the following:

- Please restart your phone and re-enter ORoaming to confirm the order status.
- Ensure good network connection while buying ORoaming service. If the network connection is not good, please switch the network and re-enter ORoaming to confirm the order status.
- Try clearing cache and data of ORoaming (under good network connection).

Question: Why does the button of Activate (turn on) cannot be tapped?

Answer:

Complete these steps to activate ORoaming:

1. Make sure that you have arrived at your destination. If arrived, perform step 2.
2. Directly dial 911 or 112 emergency call (available without SIM card), hang up once connected and then confirm whether it can be activated or not. If not, perform step 3.
3. Insert a SIM card that can search signal. When the signal is searched, the Activate button can be tapped. If you still cannot tap it, perform step 4.
4. Clear cache and data of ORoaming and activate again (under good network connection).

Note: Special circumstance is that the domestic signal is used at Hong Kong and Macao Port Hall and it is recommended to activate service after one has completely passed the port.

Question: Why does the service fail to activate?

Answer: Kindly do the following instructions:

1. Activate the service when customer is located in a base station with good signal (downtown or crowded places).
2. Try to restart the phone and then activate service.
3. Clear cache and data and then try again (under good network connection).
4. Apply for refund and then order new data package.

Question: Why can't I connect to the Internet with a signal after activating the service?

Answer: Kindly do the following instructions:

1. Check Mobile Data is on after activating the service. If it is manually turned off, please re-enable data or re-activate the service.
2. Guide the customer to try re-activating service.
3. Clear cache and data and then try to activate it again (under good network connection).
4. If it doesn't work, contact Redtea's customer service. **Service hotline:** 1800-103-2777 | **Email:** service.oppomobile.in



Question: Why the service duration is not starting from 24 hours after service is activated? (Rather than prompted being used once activated)?

Answer:

If you have manually adjusted the time and date, please do the steps below:

1. Adjust the phone time to automatically set Date and time.
2. Manually change time zone to local time.

Question: Why do some applications give notification that it cannot use the network after ORoaming is activated?

Answer:

Please confirm the type of data package you purchased. This situation is mostly in the exclusive package which only allows specific applications (WeChat, Google Maps, Weibo, Public Comment, Baidu Map, Google Play Service, and Alipay) to access the network. If other apps require to access the network, a prompt will show.

Question: Why is my network slow?

Answer:

Please confirm the type of package you purchased. If it is a pay by day package or exclusive package, there will be 300MB high-speed traffic per day (100MB for exclusive package). If overused, the speed will be limited to 16KB/s.

If you have prescribed a speed limit or using a pay by data usage, contact Redtea's customer service. **Service hotline:** 1800-103-2777 | **Email:** service.oppomobile.in

Question: Why is my network so bad? Even worse than my roaming mobile phone SIM card.



Answer:

1. Please check your current location. Is it in an overseas coast, highway or in a sparsely populated location where base stations are less distributed with weak signal coverage, which is normal.
2. The overseas operators cooperative with Redtea are different from those with mobile phone SIM card roaming operators. The coverage is different which is normal.
3. If the signal coverage is very different or if you are in a crowded downtown area, contact Redtea's customer service.
Service hotline: 1800-103-2777 | **Email:** service.oppomobile.in

Question: Why do my other friends are unable to access the Internet with my personal hotspot on?

Answer:

1. Check if the personal hotspot is turned on and searchable. If not, it is recommended to contact Customer Service for help.
2. Cannot connect to the Internet with personal hotspot connected
 - a) If you bought the exclusive package, it does not support personal hotspot sharing.
 - b) If you bought pay by day data package, please check if the network speed is limited or not.

Question: Why is there an error 104 when I buy the ORoaming service?

Answer:

Please enter *#06# on dial pad and confirm the IMEI.

1. If the IMEI shows "0" or is different from those numbers of digits on purchased packing box. Please contact Service Center. It would work after the IMEI returns to normal.
2. If the IMEI is the same as those on the packing box or with same numbers of digits, please try clearing cache and data and allow all access rights.

Question: Why is my network frozen/stuck while I am playing games?

Answer:

1. If you bought the pay by day package which can have a speed limit.
2. Since the Internet resources provided by Redtea are overseas IP addresses, there would be delay in registering Chinese game sever causing a large service response market, which is normal.

Question: Why can't I watch Chinese videos overseas?

Answer:

1. If you bought the pay by day data package which has a speed limit, then it will be difficult to watch videos because the network speed is limited to 16KB/s.
2. Since the Internet resources provided by Redtea are overseas IP addresses, some Chinese websites would limit overseas IP addresses when watching videos with copyrights, which is normal.
3. Since the Internet resources provided by Redtea are overseas IP addresses, there would be delay in visiting Chinese IP sever causing slow preloading, which is normal.

