



LG G Stylo™, LG Risio™ & LG Escape2™ International Data Roaming Fix

Overview:

An issue has been identified where customers with our \$50 Smart or \$60 Pro rate plans are unable to use mobile data while roaming in Mexico and/or Canada. The following three (3) LG models are affected by this issue:


- LG Risio™ (H343)
- LG Escape 2™ (H445)
- LG G Stylo™ (H634)

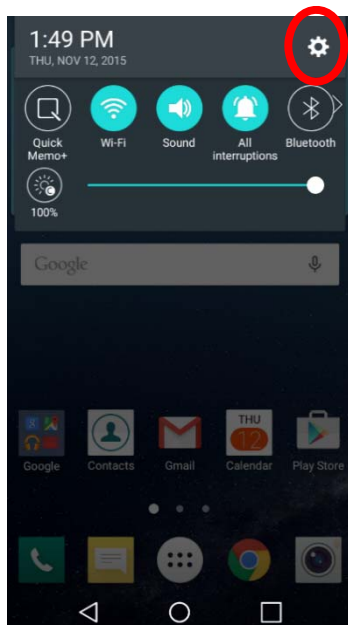
Getting Started/Additional Information:

- The fix is available via the LG Update Center. To make sure you receive it, please set up the Update Center on your phone via the steps below.

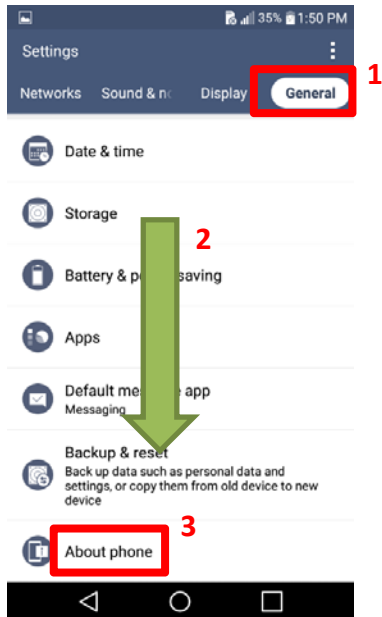
Initial setup of Update Center:

Set up Update Center on your phone via the following steps:

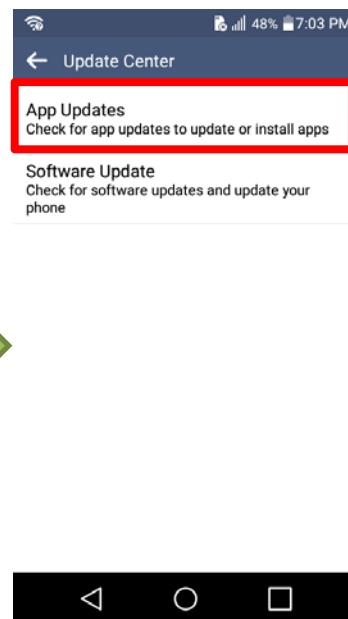
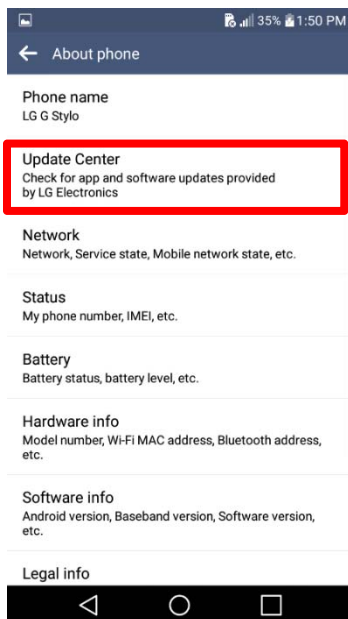
- 1) Access "Settings" by swiping down from the top of the screen to open the Notification panel. Tap  to open the "Settings" menus.



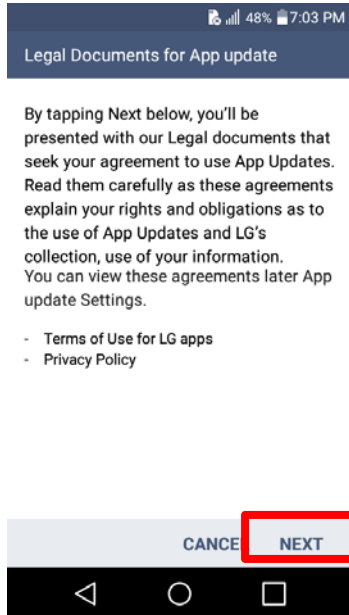
- 2) Tap the "General" tab and then swipe up to scroll down the menu list to the bottom. Tap "About phone".



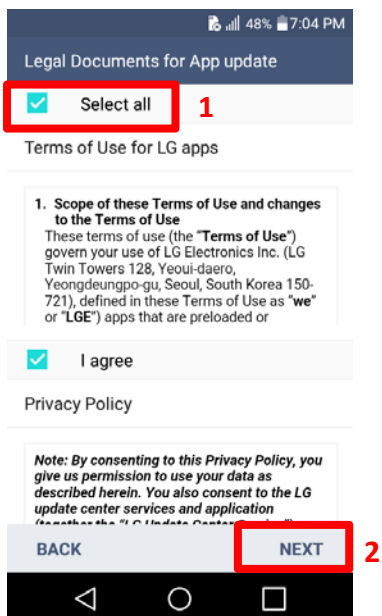
- 3) Tap "Update Center", then tap "App Updates".



- 4) Review Legal documents and tap “Next”.



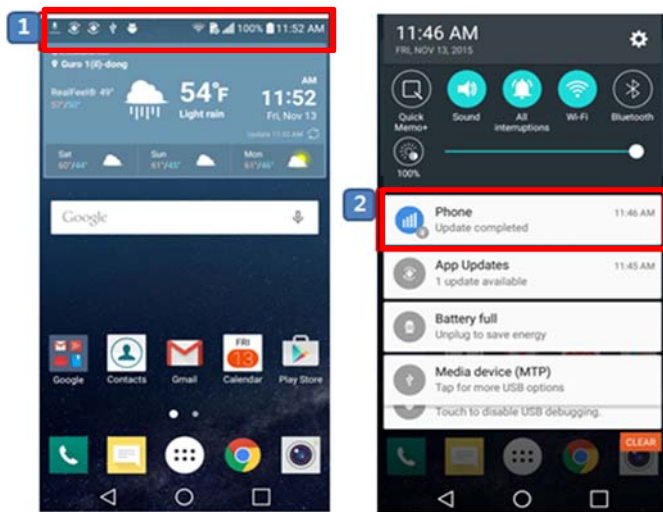
- 5) Review Terms of Use and Privacy Policy. Check “Select all” to accept both policies, then tap “Next”.




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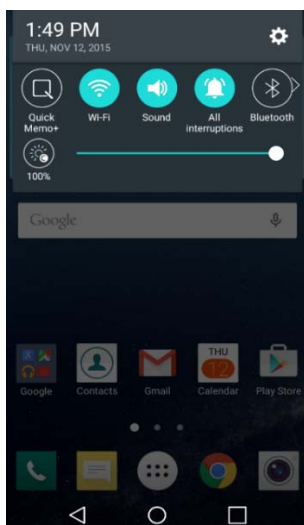
Your phone is now ready to receive updates app updates via the LG Update Center. You can adjust your notification and update settings by tapping to open the Settings menu in the top right corner of the screen.

Once the update center is set-up, the fix will be sent to your device automatically. You will see this notification in your notification panel.

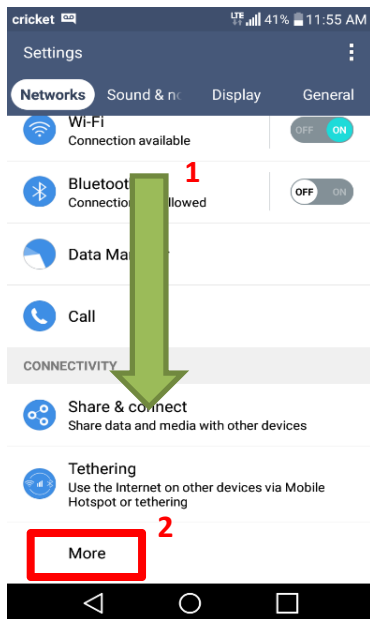


To verify that the fix has been applied and you can use mobile data in Mexico and/or Canada;

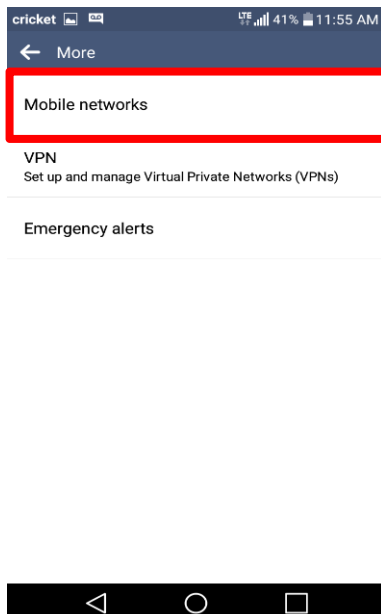
- 1) Access "Settings" by swiping down from the top of the screen to open the Notification panel. Tap  to open the "Settings" menus.



2) On the “Networks” tab, swipe up to scroll down the menu list to the bottom, then tap “More”

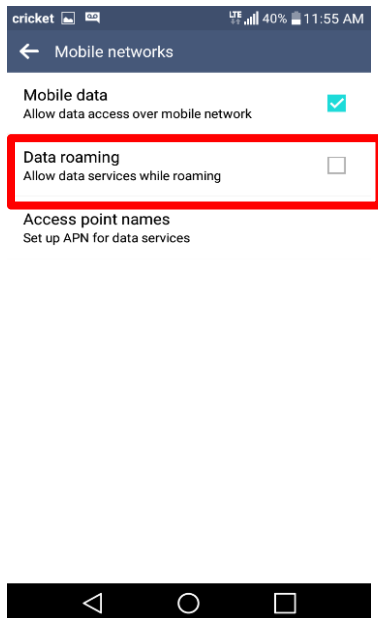


3) Tap “Mobile Networks”





4) You should see “Data roaming” listed on the screen. If you don’t, power off and on your phone and recheck or go to “App Updates” in the Update Center to check for updates. If you are in Mexico or Canada, you can still check for this update as long as you are connected to WiFi.



When in Mexico or Canada, check this option to turn on mobile data. For more information on international roaming options from Cricket, click [here](#).