

Samsung Galaxy phones & tablets | Medium | 2 min read

Samsung Galaxy: Wi-Fi calling, mobile data and hotspot problems

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Calls, texts and the internet each depend on different settings. Here is how to check them on a Galaxy and what to try when they fail.

Mobile data not working

1. Swipe down from the top of the screen and check **Mobile data** is on, and that **Airplane mode** is off.
2. Open **Settings, Connections, Data usage** to see if a data limit or **Data saver** is blocking apps.
3. Restart the phone. This often reconnects to the network.
4. Take the SIM out and put it back in (switch off first). On a dual SIM phone, check the right SIM is chosen for data in **Settings, Connections, SIM manager**.
5. Check with your provider that the account is active and that you have data left.

Wi-Fi calling

Wi-Fi calling uses your home broadband when mobile signal is weak. Not all UK providers or plans support it.

1. Open **Settings**, tap **Connections**, then **Wi-Fi calling**.
2. Turn it on, then follow any set-up prompts. You may need to confirm your address.
3. A small icon in the status bar shows when it is in use.

Turning on a hotspot

1. Open **Settings, Connections**, then **Mobile Hotspot and Tethering**.
2. Tap **Mobile Hotspot**, then switch it on.
3. Tap it to see the network name and password, and change them if you like.
4. On the other device, choose that name and enter the password.

Hotspot uses your mobile data allowance and drains the battery, so keep it plugged in and switch it off afterwards. Some plans block hotspot use, so check with your provider.

Reset network settings

If nothing else works, open **Settings, General management, Reset**, then **Reset network settings**. This forgets saved Wi-Fi and Bluetooth connections, but not your photos or apps. You will need your Wi-Fi password again.

Wording differs slightly by model and One UI version.

When to get more help

If you still have no signal after a SIM re-seat and restart, the SIM, the account or the phone may be at fault. Contact your provider, or ask us if the problem is the phone.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.