

USA eSIM Unlimited 30 Days | T-Mobile

First things first.. SIM Activation

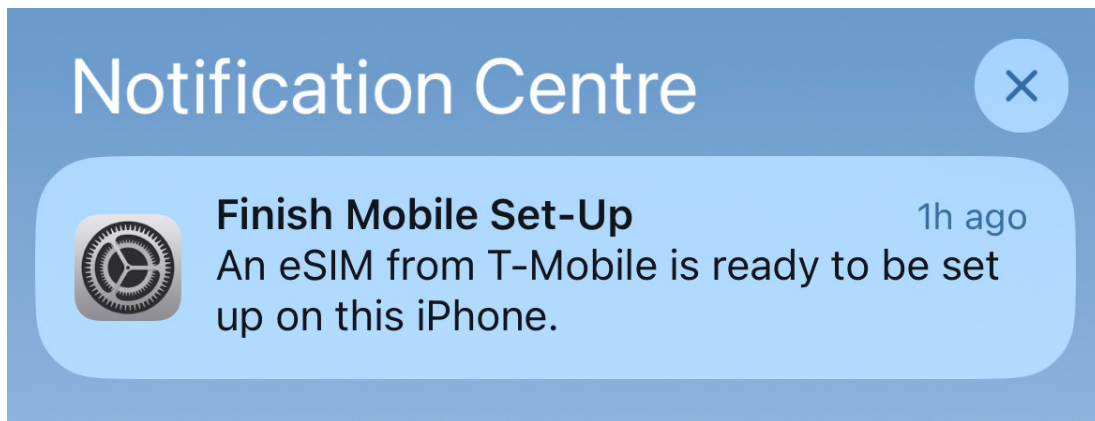
Your T-Mobile eSIM will be sent to your device and activated based on the Activation Date(s) that you provide during checkout. Once your order has been processed, you will receive an email with instructions on how to provide your [EID and IMEI number](https://simsdirect.helpdocs.io/article/e6jtrgy38j-how-to-find-your-phone-eid-imei) (<https://simsdirect.helpdocs.io/article/e6jtrgy38j-how-to-find-your-phone-eid-imei>), which can be found in your device settings. You will need an internet connection to install and activate your eSIM.

If you're unsure about your Activation Dates, you can add in estimated date/s for your SIMs. Once you know your dates, please let us know via email at hello@simsdirect.com.au (<https://simsdirect.helpdocs.io/mailto:hello@simsdirect.com.au>) or our live chat.

How does activation work?

- 1 Your eSIM will be activated on the date that you provide during checkout.
- 2 Once you arrive at your destination country, you will get a notification to finish Mobile Set-Up
- 3 Follow the prompts for activation
- 4 Set the **Default line** to **Primary** and Mobile data to Secondary and make sure that Mobile Data Switching is Switched off
- 5 Turn on **Data Roaming** in your settings
- 6 **Restart** your device

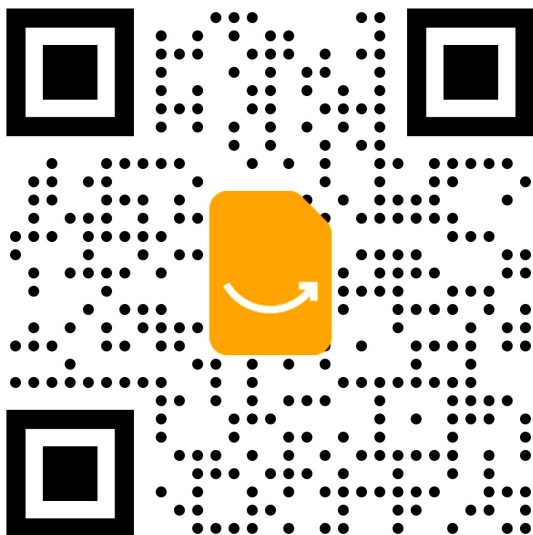
Easy peasy! 🙌



What do I do if I don't get a notification to set up my eSIM?

When your activation date comes around and there is still no prompt for you to set up the eSIM, you will just need to scan the QR code below and it will prompt you to activate.

The QR code is the same for everyone as once you scan it will read the EID and IMEI that you provided us and apply the SIM you purchased.



If you scan this and it doesn't allow you to set up or it says 'already in use' please reach out and confirm with us your activation date, as this means that your SIM is not activated yet.

What do I do if my data isn't working?

If you've just activated your eSIM

If you've just activated your eSIM and you've got a signal, you might need to check a couple of things to get your data working.

- 1 Check that you have [Data Roaming \(https://simsdirect.helpdocs.io/article/en4xz69tdn-turning-on-data-roaming\)](https://simsdirect.helpdocs.io/article/en4xz69tdn-turning-on-data-roaming) & Mobile Data turned on in your Settings.
- 2 Make sure that you have changed your [APN settings \(https://simsdirect.helpdocs.io/article/p53og0pk13-changing-your-apn-settings\)](https://simsdirect.helpdocs.io/article/p53og0pk13-changing-your-apn-settings) to match the following:
Name: T-Mobile
APN: Fast.t-mobile.com (for LTE devices) or epc.tmobile.com (for non-LTE devices)
User name: Not set
Password: Not set
- 3 Restart your phone

If you've been using your eSIM but suddenly your data has stopped working

- 1 Check that you have data balance left by dialling **#932#**
- 2 Try turning your device off and on
- 3 [Check the coverage \(https://www.t-mobile.com/coverage/coverage-map\)](https://www.t-mobile.com/coverage/coverage-map) in the area you are in
- 4 If your phone says it's connected to LTE or 4G but the data isn't working, try to manually turn off LTE/4G to connect to 4G/3G.

Apple:


Settings > Mobile > Mobile data options > Disable LTE > Restart

Android:

Settings > Connections > Mobile Networks > Network Mode > Switch to 3G/2G > Restart

It might look different depending on your device! If these instructions don't match exactly, explore your settings until you find **Network Mode**

I've tried everything and it's still not working

These guides are based on our most frequently asked questions. If you can't find what you're looking for, feel free to reach out to us and we'll try our best to provide assistance. You can reach us at hello@simsdirect.com.au (<https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au>) or hello@simify.com (<https://simsdirect.helpdocs.iomailto:hello@simify.com>) 

Before contacting us, please have the following information ready:

- Which SIM have you bought?
- Where are you located?
- When did you activate and what happened when you activated it?
- What troubleshooting steps have you tried?
- Please send through a screenshot of your Mobile Network settings and your APN settings with the WiFi turned off and your mobile data turned on so we can see what's going on.
- Any other details that might help us, help you!

Contacting T-Mobile Mobile

If you're having issues with your SIM, you can get in touch with T-Mobile Customer Service. The options to contact them are:

- 1 Dial **611** from your phone
- 2 Dial **1-800-937-8997** from another phone

How do I find my mobile number?

You can only find out your number after you activate your SIM and your new US mobile number will be texted to you after activation in the US.

How do I check my balance?

Simply dial #932# and it will show you how much data you've used. If you receive any prompt/texts about have zero credit balance, you can ignore this!

How do I recharge?

As described on the website, the eSIM is non-rechargeable. The only way around this is to buy multiple eSIMs. they will get applied to your account so you will not have to remove the current eSIM.

What's the coverage like?

You can find the coverage map [here \(https://www.t-mobile.com/coverage/coverage-map\)](https://www.t-mobile.com/coverage/coverage-map).

How do I make calls/texts?

- **Unlimited Calls** within USA to USA Mobiles and Landline
- **Unlimited SMS** to USA Mobiles

Simply dial the local USA number from your device. You may need to use a state code for landline numbers when calling interstate.

The unlimited local SMS/texts that come with the sim can be used to text US mobiles. The same process still applies for texting in terms of using the country codes as noted above.

The International Talk and Text Feature:

- Unlimited calls to Standard Landlines to Australia, New Zealand and other landlines in select countries (Premium numbers not included)
- Unlimited texting back to Australia, NZ and 200 other countries.

You can search for the countries and rates via the link [HERE \(http://www.t-mobile.com/optional-services/international-calling.html\)](http://www.t-mobile.com/optional-services/international-calling.html). If you just add credit without adding the international talk add-on, then you will be charged at the pay-as-you-go rates which can be expensive.

To add credit for International Mobile calls you can use the following link [HERE \(https://prepaid.t-mobile.com/direct-to-account\)](https://prepaid.t-mobile.com/direct-to-account).

What's Included & Things to know

- Unlimited data
 - Unlimited calls & texts to US numbers
 - 5G data speeds
 - Works in USA & Hawaii (Does not include Alaska or Canada)
 - Hotspot/tethering enabled at 3G speed
 - US mobile number
 - 30 days of usage once activated
 - Delivered instantly by email 🚀
- No ID registration needed
 - Coverage on the T-mobile network
 - View T-Mobile's Coverage map [here \(https://www.t-mobile.com/coverage-map?ref=travelex\)](https://www.t-mobile.com/coverage-map?ref=travelex)
 - Compatible with unlocked eSIM mobile phones only
 - No recharges available

Add-On Feature Option:

If you have selected optional add-on features:

International Talk and Text Feature:

- **Unlimited Minutes from US (and Canada/Mexico with the Canada and Mexico feature)** to landlines in 70+ countries, and mobiles in 30+ countries.
- Unlimited calls to Standard **Landlines** to Australia
- Unlimited texts to Australian Mobiles

Canada and Mexico Feature:

- **5GB Data** to use in Canada and Mexico
- **Unlimited Minutes and SMS** within USA, Canada and Mexico to USA, Canadian, and Mexican; Mobiles and Standard Landline numbers

Will my phone be compatible?

This eSIM will work in any unlocked mobile phone that is compatible with the T-mobile network and eSIMs.

- All models from the iPhone XS, XR onward, including the iPhone SE 2 (2020).
- From the Samsung Galaxy S20, S20+ and S20 Ultra onwards.
- From the Samsung Galaxy Fold, Fold 2 and onwards.
- From the Samsung Galaxy Note 20 and onwards.
- From the Samsung Galaxy Z Flip and onwards.
- Huawei P40, P40 Pro (does not include P40 Pro+) and Mate 40 Pro
- Google Pixel 3, 3a, 4 and onwards
- Motorola Razr 2019
- Oppo Find X3 Pro, Reno 5 A, Reno6 Pro 5G

You can view a full list of eSIM-compatible devices [here](https://simsdirect.helpdocs.io/article/4rbzw3vj13-e-sim-compatible-devices?ref=travelex) (<https://simsdirect.helpdocs.io/article/4rbzw3vj13-e-sim-compatible-devices?ref=travelex>).

How do I know if my device is unlocked?

If you bought your device outright, it's most likely unlocked!

If you're unsure, the best way to find out is to call your Aussie network provider and ask! They'll be able to unlock it for you too. This might incur a fee! 🙄

Money-Back Guarantee

The telecommunications industry is exceptionally technical, and although we try our hardest to provide each and every single one of our customers with reliable SIM cards, there are certain manufacturing and network errors that are simply out of our control. However, this is why we have implemented our money-back guarantee, to protect our customers against faulty SIMs and poor experiences.

It is extremely important to us that our customers are looked after, and we are here to support you as much as possible. We wouldn't be able to do this without you!

In order to claim your Money-Back Guarantee, you'll need to contact us and we'll try to troubleshoot the issue with you. If we can't get it sorted, we'd be more than happy to give you a refund. You can contact us a hello@simdirect.com.au (<https://simdirect.helpdocs.io/mailto:hello@simdirect.com.au>) or hello@simify.com (<https://simdirect.helpdocs.io/mailto:hello@simify.com>). 