

# eSIM South East Asia 10GB | Data-Only | 30 Days

## First things first...

- 1 Make sure you are at your destination 🌴
- 2 **Set up your eSIM:** To set up your eSIM, just click on the phone you have and follow the steps.

[iPhone \(https://simsdirect.helpdocs.io/article/sgcxsv4uud-how-to-set-up-your-e-sim-on-apple-i-phone-i-pad\)](https://simsdirect.helpdocs.io/article/sgcxsv4uud-how-to-set-up-your-e-sim-on-apple-i-phone-i-pad).

[Samsung \(https://simsdirect.helpdocs.io/article/h7drtgg4ac-how-to-set-up-e-sim-on-your-samsung-device\)](https://simsdirect.helpdocs.io/article/h7drtgg4ac-how-to-set-up-e-sim-on-your-samsung-device).

[Huawei \(https://simsdirect.helpdocs.io/article/dukb2r7n5q-how-to-set-up-your-e-sim-on-huawei-devices\)](https://simsdirect.helpdocs.io/article/dukb2r7n5q-how-to-set-up-your-e-sim-on-huawei-devices).

## Troubleshooting

**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:

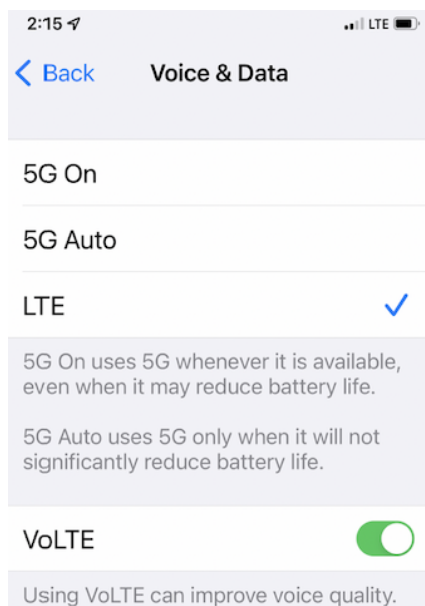
**Name:** 3gnet

**APN:** 3gnet

**User name:** [leave this field blank]

**Password:** [leave this field blank]

- 3 Restart your phone
- 4 If that is still not working check your phone settings to see if there is an LTE option and select that.



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

- 1 Check that you have data balance left
- 2 Try turning your device off and on
- 3 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](mailto:hello@simsdirect.com.au) (<https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au>), or [hello@simify.com](mailto:hello@simify.com) (<https://simsdirect.helpdocs.iomailto:hello@simify.com>) 

Before contacting us, please have the following information ready:

- Which eSIM 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!

## How do I find my mobile number?

This eSIM is **data-only** so it doesn't come with a phone number! The eSIM cannot make or receive calls and texts!

## How do I check my balance?

You can find how much data you've used in your [phone settings](https://simsdirect.helpdocs.io/article/dy2qi1918r-how-to-keep-track-of-your-data-usage-from-your-phone-settings) (<https://simsdirect.helpdocs.io/article/dy2qi1918r-how-to-keep-track-of-your-data-usage-from-your-phone-settings>)!

If you're using a wifi device, unfortunately, there's no way to check your usage.

## How do I recharge?

As described on the website, the eSIM is non-rechargeable. The only way around this is to buy multiple eSIMs and swap them out as you go.

## What's Included & Things to know

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• <b>10GB of data</b></li><li>• 4G data speeds</li><li>• 30 days of usage once activated</li><li>• Hotspot/tethering enabled</li></ul> | <ul style="list-style-type: none"><li>• Simple plug &amp; play activation</li><li>• No ID registration needed</li><li>• <b>No calls or texts included (data only SIM)</b></li><li>• Works in eSIM compatible devices</li><li>• <b>No recharges available</b> - this is a one-time use SIM</li></ul> |
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## 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! 🙄

# Where does this eSIM work?

Indonesia/Bali, Thailand, Malaysia, Macau, Taiwan, Laos, Cambodia, Philippines, Singapore, Vietnam, Japan, South Korea

Macau (CTM)	Laos (Star Telecom)
Taiwan (TSTAR)	Indonesia (Indosat)
Japan (Softbank)	Philippines (Globe)
South Korea (SK Telecom)	Cambodia (Metfone)
Singapore (Starhub)	Vietnam (Viettel)
Thailand (DTAC)	Myanmar (Telenor)
Malaysia (DiGi)	

## 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 eSIMs, there are certain technical 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 eSIMs 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@simsdirect.com.au](mailto:hello@simsdirect.com.au) (<https://simsdirect.helpdocs.io/mailto:hello@simsdirect.com.au>) or [hello@simify.com](mailto:hello@simify.com) (<https://simsdirect.helpdocs.io/mailto:hello@simify.com>). 