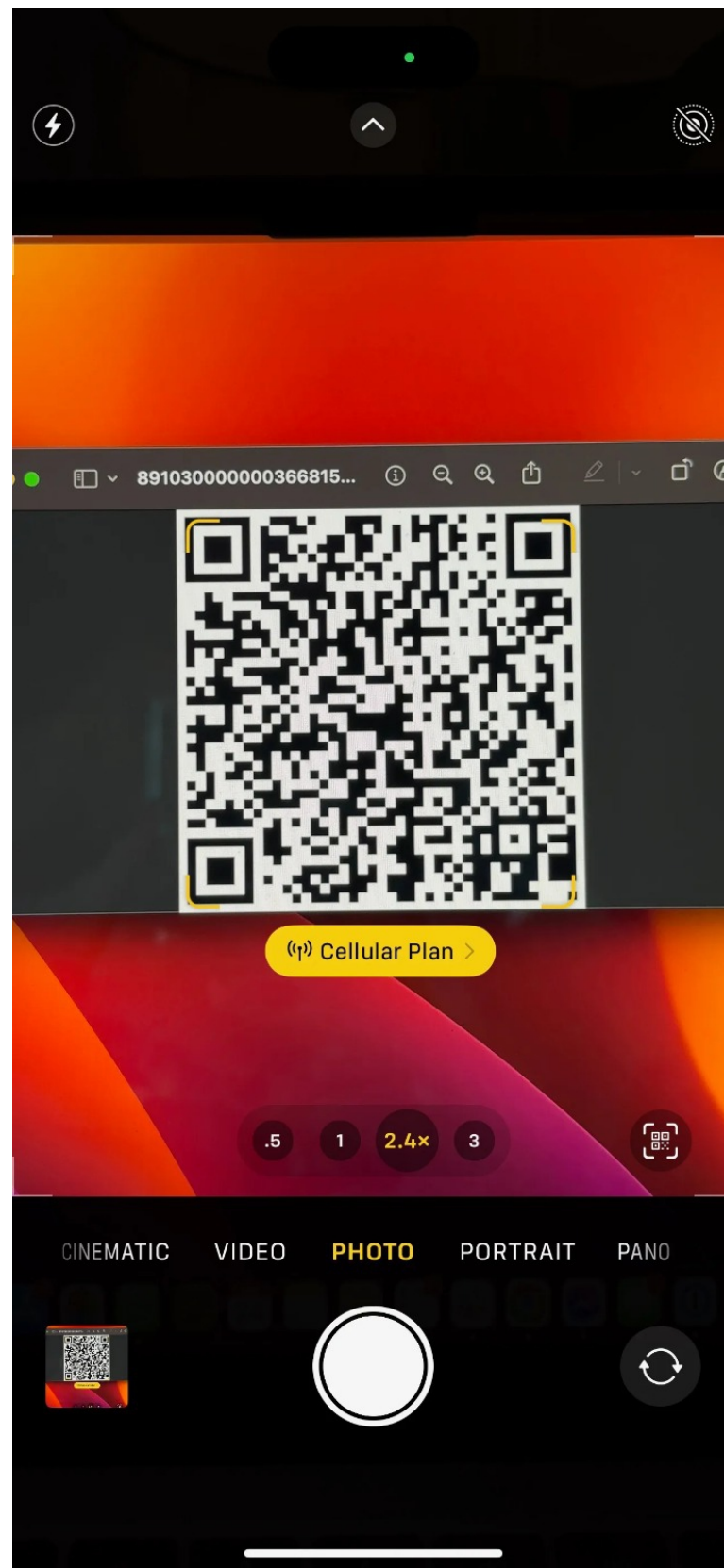


Frequently Asked Questions (FAQ)

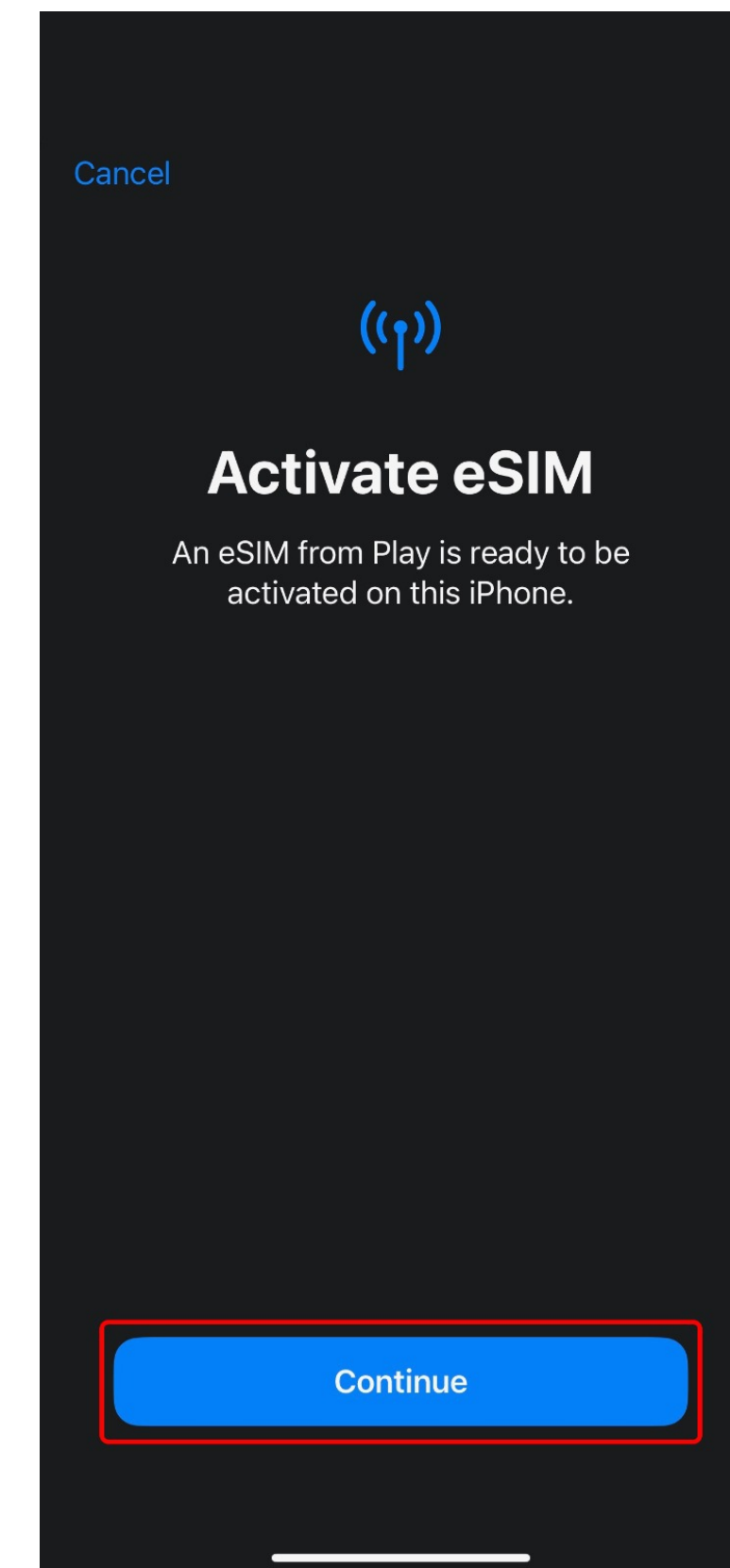
How can I activate eSIM on an iPhone?

You can add Globe-Mobi Cellular Data eSIM on any eSIM-enabled iPhone (XR or newer models) using the following steps. Make sure your phone is connected to the internet (e.g. on Wi-Fi) then:



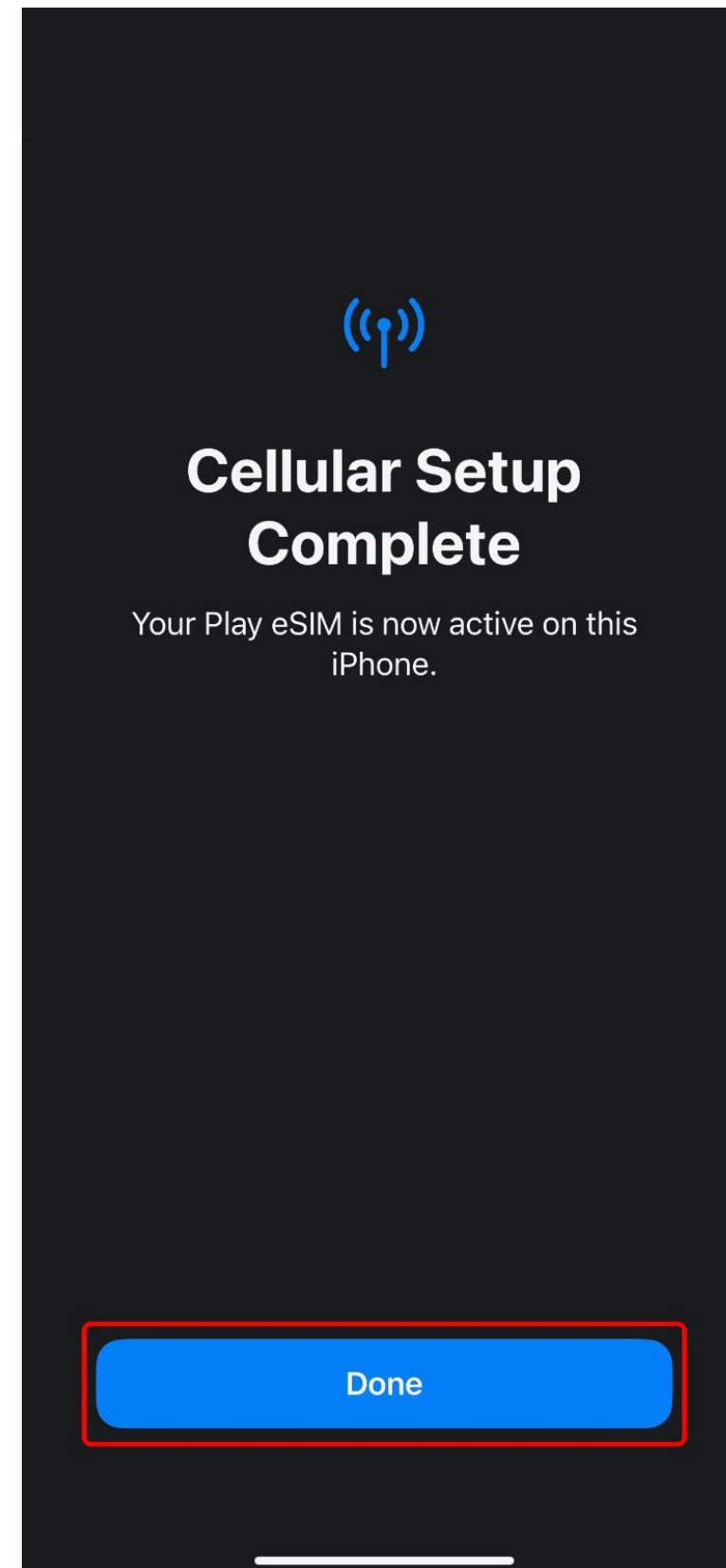
1. Open the camera app, Scan the eSIM QR code, and Tap “Cellular Plan”.

If your camera app didn't detect the eSIM QR code make sure "Scan QR Codes" is "On" in "Settings → Camera".



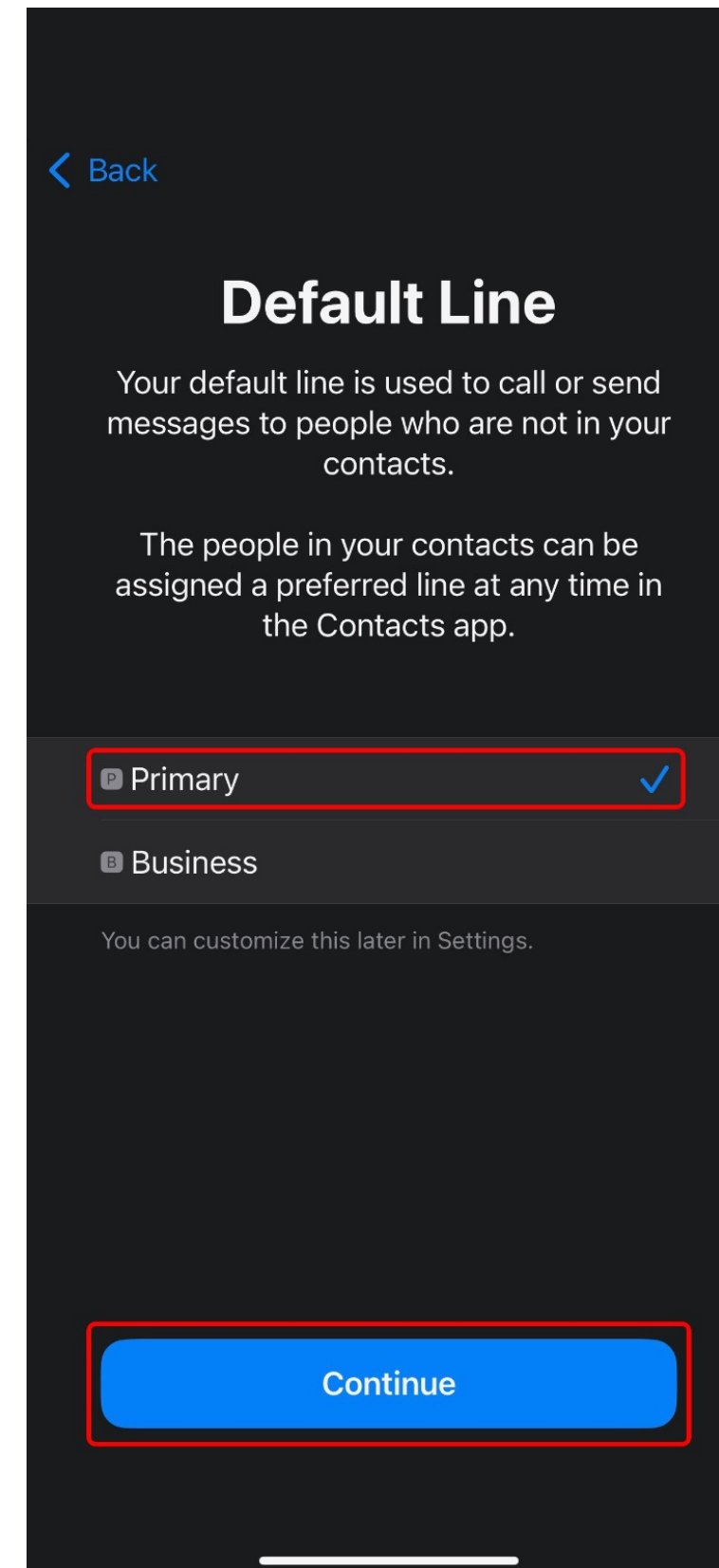
2. Tap “Continue”.

It may take up to 20 seconds to proceed.

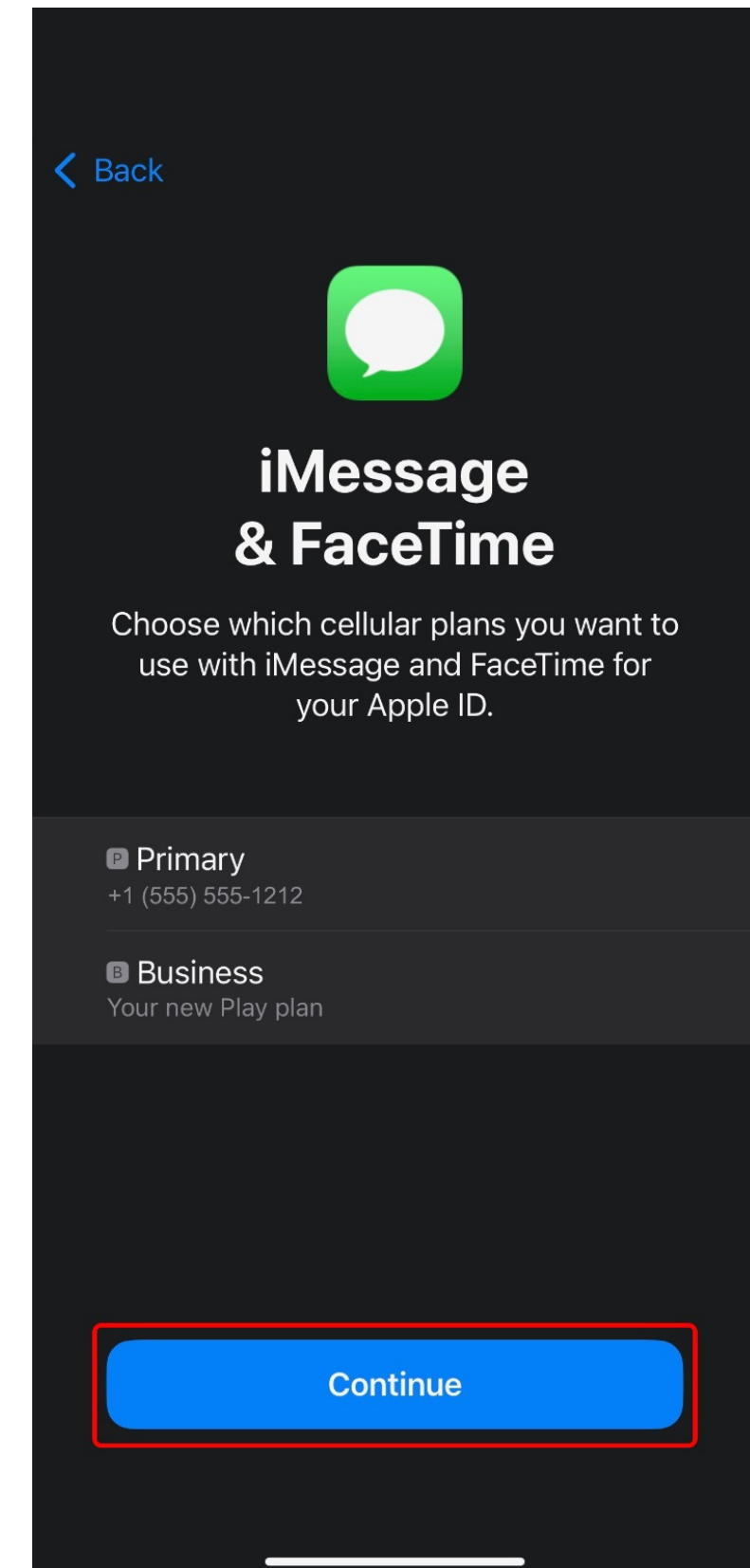


3. Now your eSIM setup.

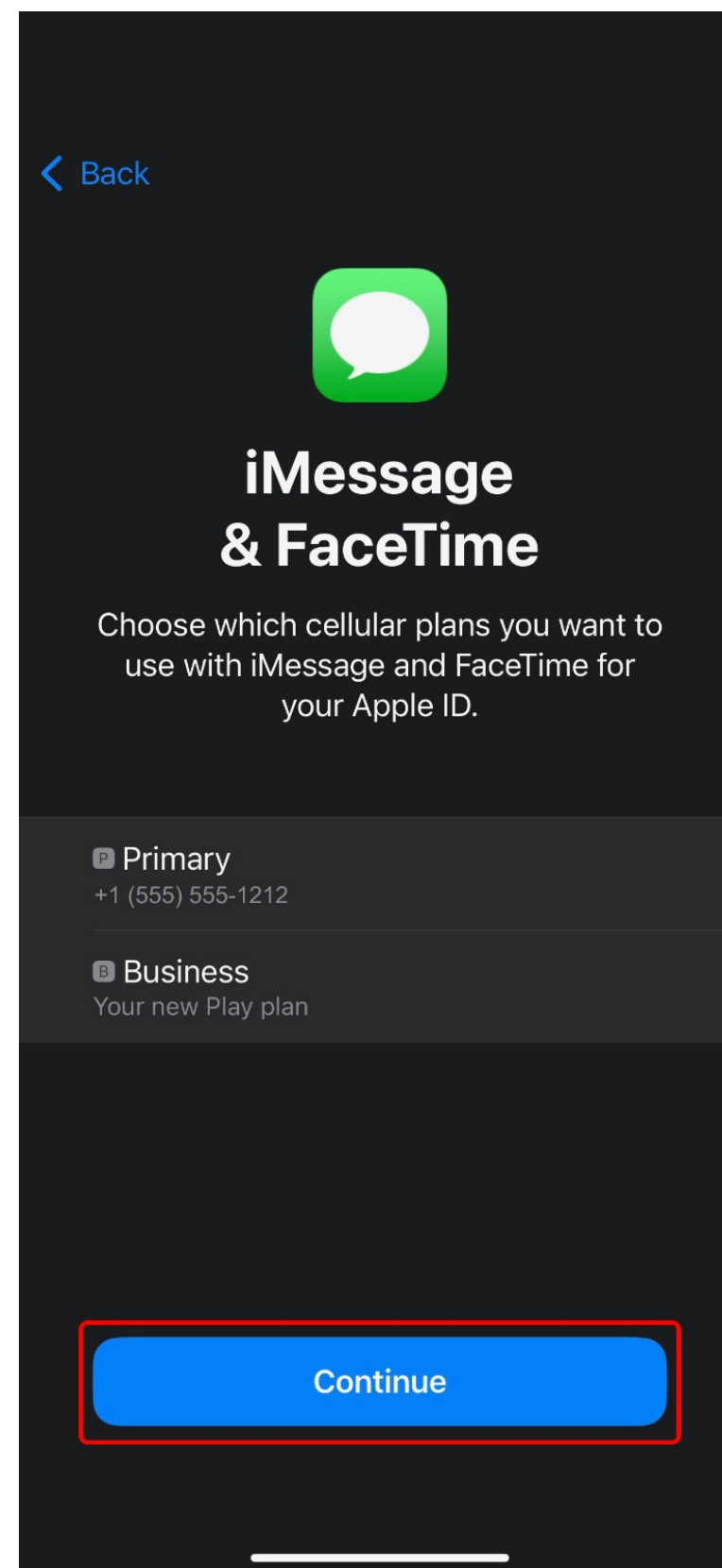
Click “Done” to choose labels for each of your cellular plans



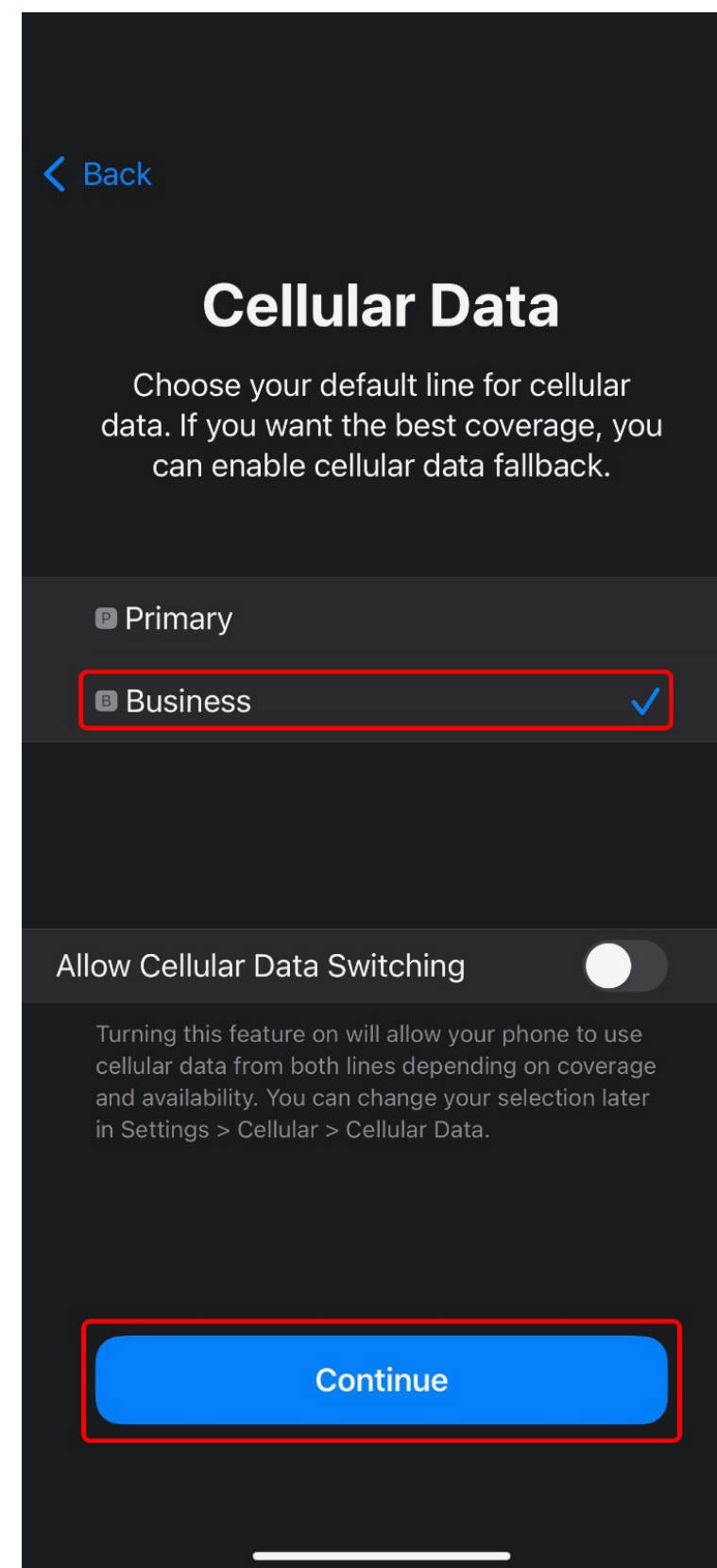
4. Select “Primary” as Default Line for Voice and SMS, then tap “Continue”



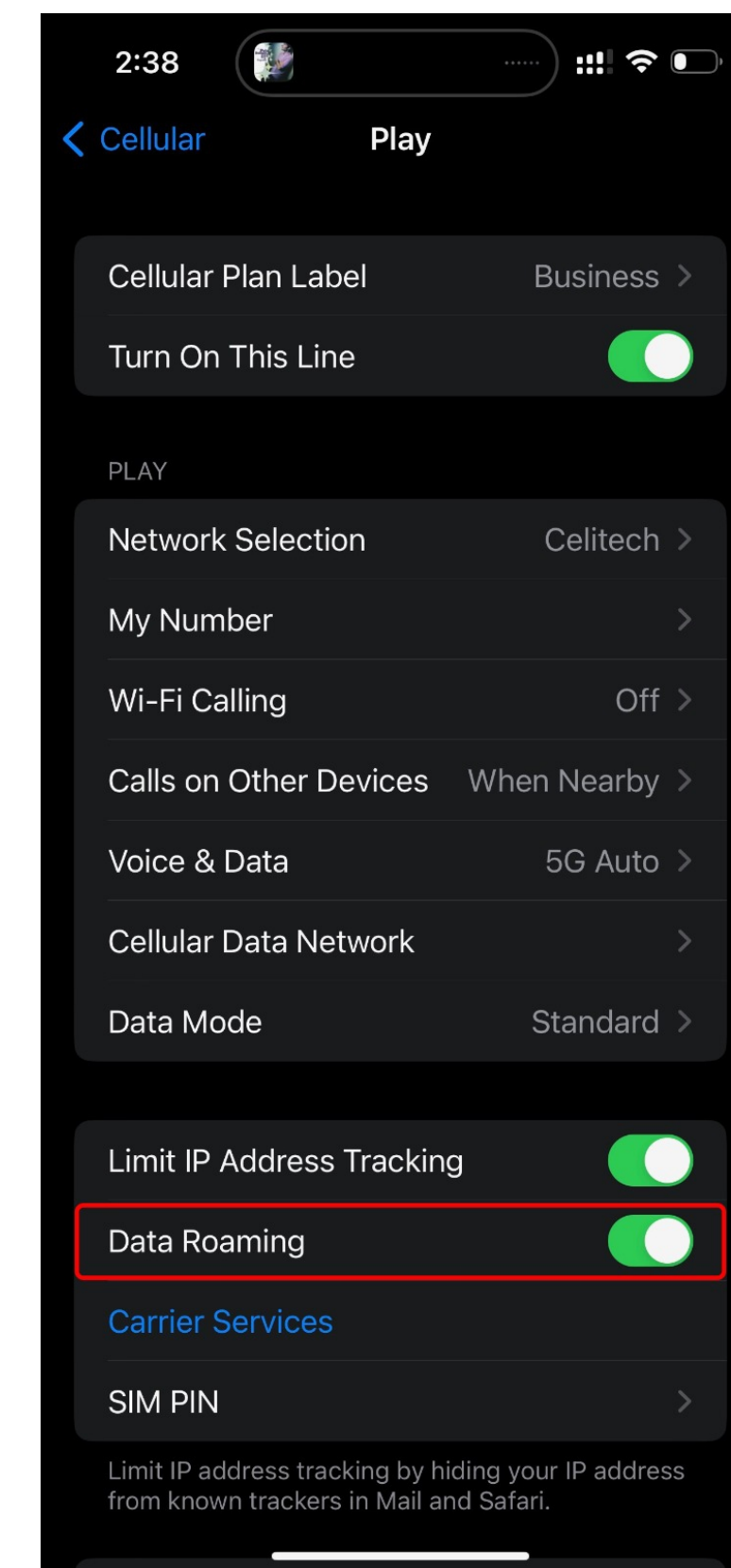
5. Tap “Continue”



5. Tap “Continue”



6. Select "Business" for Cellular Data. Tap “Continue”. Other labels used for eSIM are: "Travel", "Secondary", and "Cellular Data".



7. After your eSIM setup is complete, make sure that your eSIM “Data Roaming” is turned ON by going to “Settings → Cellular → “Business” then activate Data Roaming

How can I activate eSIM on an Android?

For Android devices that are eSIM-enabled, make sure your phone is connected (e.g. to Wi-Fi) then:

Go to Settings then tap “Network & internet” or “Connections”

Tap on SIM card manager

Select Add Mobile Plan (or “+”)

Select “Scan Carrier QR Code” (or tap “Don’t have a SIM card”)

Scan the provided eSIM QR code

When your plan is registered, select “OK” to turn on the plan

Now that you have activated your eSIM, you can view it in SIM card manager

Turn on eSIM under Mobile Network

Enable “Mobile Data” and “Data Roaming”

During int’l travel, you may turn off your primary line to avoid roaming charges from your home carrier

For which countries I need to update the APN for the eSIM to work?

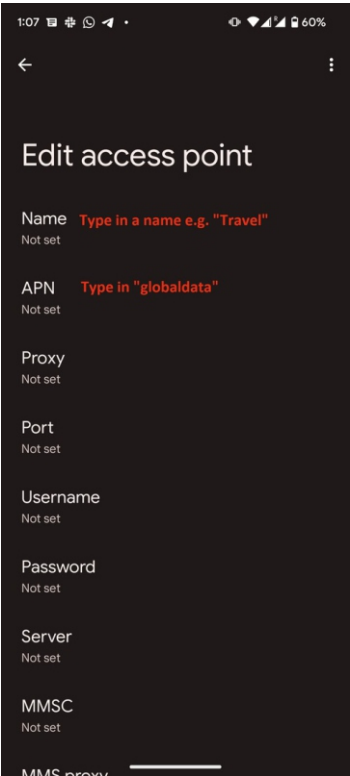


Users of Android devices (like Samsung, Google, etc.) need to update the APN for the following countries/regions.

Country/Regions	APN
Afghanistan, Argentina, Azerbaijan, Bahrain, Belarus, Belize, Bhutan, Bolivia, Bosnia And Herzegovina, Botswana, Brazil, Brunei, Cameroon, Cape Verde, Chad, Chile, Colombia, Congo, Costa Rica, Cote d'Ivoire, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Fiji, Greenland, Guam, Guatemala, Guinea, Guinea-Bissau, Honduras, Iran, Kosovo, Laos, Liberia, Macedonia, Mauritius, Mexico, Moldova, Monaco, Mongolia, Mozambique, Nepal, Netherlands Antilles, Nicaragua, Oman, Panama, Paraguay , Peru, Poland, Saudi Arabia, Seychelles, South Africa, South Korea, Sri Lanka, Sudan, Swaziland, Trinidad and Tobago, UAE, Uruguay, Venezuela, Yemen, Zambia, Latin America (14 countries)	globaldata
Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Bonaire, British Virgin Islands, Cayman Islands, Curacao, Dominica, Grenada, Haiti, Jamaica, Montserrat, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Turks and Caicos Islands, Caribbean (14 countries)	altanwifi

To update the APN on Android devices for the above countries:

- 1.Go to Settings > Connections > Mobile Networks
- 2.Select Access Point Names
- 3.Select Add or the + sign to add a new APN and set it as globaldata or altanwifi (example shown)
- 4.Save your changes to return to the APN’s menu and choose the new APN
- 5.Ensure the APN that you created is selected on the Access Point Name screen



Which devices support eSIM?

The mobile devices that support eSIM currently include (as of Sep. 2022):

Apple iPhones:

iPhone 14 (all models)
iPhone 13 (all models) iPhone 12, 12 Pro, 12 Pro Max, 12 Minii
Phone SE
Phone 11, 11 Pro, 11 Pro Max
iPhone XS, XS Max
iPhone XR

Android iPhones:

Google: Pixel 6, 5, 4, 4a, 3 & 3XL, 2
Samsung: Galaxy S22, S21, Note 20, 20+, Galaxy S20, S20+, S20 Ultra, Fold, Z Fold, Z Flip
Huawei: Mate 40 Pro, P40, P40 Pro
Oppo: A55s, Find X5 Pro, Find X5, Reno 6 Pro, Reno 5A, Find X3 Pro
Motorola: Razr 5G, Razr 2019
Rakuten: Big, Big-S, Mini
Other phones: Sony Xperia 10 III Lite, NuU Mobile X5, Gemini PDA,
Lenovo Yoga 630, etc.

Tablets:

iPad (starting 7th generation)
iPad Pro (starting 1st generation)
iPad Air (starting 3rd generation)
iPad mini
Microsoft Surface (Go, Pro, Pro X), etc.

Laptops:

HP: Elitebook G5, Probook, Zbook, Spectre
Acer: Swift 3, 7
Dell: Latitude starting 7210
Samsung: Galaxy Book 2

How secure is eSIM?

eSIM is as secure as SIM cards as it utilizes the same encryption and authentication protocols.
Actually in some aspects eSIM is more secure than SIM cards because it cannot be physically swapped.

Do I get a mobile number with my cellular data eSIM?

Cellular data eSIM doesn't offer mobile numbers for calling or SMS.
But you can use all your mobile apps that provide calling and texting including FaceTime, WhatsApp, iMessage, Zoom, Skype, etc.

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But you can use all your mobile apps that provide calling and texting including FaceTime, WhatsApp, iMessage, Zoom, Skype, etc.

How can I activate eSIM using a manual activation code?

For eSIM-enabled iPhones (e.g. XR or newer models), you may manually activate Globi Mobi eSIM by going to:
Settings > Cellular > Under Cellular Plans tap "Add Cellular Plan" > tap
"Enter Details Manually" then under:
SM-DP+ Address: fill this field with `rsp-1012.oberthur.net`
Activation Code: fill this field with the provided activation code (format XXXXX-XXXXX-XXXXX-XXXXX)

How can I deactivate eSIM on my iPhone?

Go to Settings > Cellular > under Cellular Plans click on the eSIM plan > Toggle "Turn On this Line".

How can I confirm that my phone is unlocked?

For iPhones (iOS 14 or later), this is how you can check:
Open "Settings" and scroll down and tap on "General" then select "About"
Scroll down to "Carrier Lock" if you see "No SIM Restrictions" then your iPhone is unlocked

What is eSIM?

An eSIM is a "software-based" version of the tiny physical chip in mobile devices that identifies them on carrier networks. eSIMs allow mobile users to digitally activate wireless plans. The key benefit for international travelers is that they're able to access multiple data networks on one device, making data roaming easier and potentially much less expensive

How Do eSIMs Work?

Digital SIMs or eSIMs work by tapping into a mobile network whenever your device is in range. This allows you to switch carriers without ever having to take your device into a store, and it also means that you don't have to worry about needing a new SIM card every time you want to get a new device. It's important to note that eSIMs aren't currently enabled on all devices, but most devices from 2018 onward should have them.

eSIMs vs. Regular SIMs

The biggest difference between eSIMs and regular SIM cards is simply the ability to do things wirelessly. While conventional SIM cards have a physical slot that allows you to add or remove a SIM freely, eSIMs are digitally activated using QR codes or activation codes. Once you're able to make the switch, you can use the same wireless plan on any device that connects to your network.

eSIM helps travelers save big on mobile data roaming when they are abroad

Here's how eSIMs can help you:

No need to worry about swapping your SIMs around to try out new devices
Switching between networks without the hassle of having a paper contract
Helps you save big on mobile data roaming during international travel

Conclusion

eSIMs represent a major shift in the way that we utilize our mobile devices. Whether during travel or locally, eSIM empowers mobile users to easily have multiple plans that work simultaneously on the same device. This will help businesses become more streamlined and allow individuals to be more flexible



What Are the Benefits of eSIMs?,

The eSIM is a lot easier to use than traditional SIM cards. Here are some specific benefits:

NETWORKS & PLANS

Being able to access multiple networks without having to swap SIMs means that you're going to have more flexibility from a service perspective.

For example, you could subscribe to a data-only SIM from one network for business and access another network for a personal phone plan for calling and texting.

GOOD FOR TRAVELING

eSIMs are also really convenient to save on data roaming and stay connected while traveling. You don't have to worry about the hassle of getting a local SIM card and swapping it with your home SIM card.

You can easily just activate an eSIM in many countries as second plan, without even having to worry about the hassle of a paper contract.

DUAL-SIM SUPPORT

With a traditional SIM, you can have two carriers, but the second SIM will always have to have a data plan.

With eSIMs, you can only have one primary SIM card for your primary number, and many secondary eSIM plans.