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# 1. Getting Started



## What is an eSIM?

eSIM is an 'embedded SIM', the replacement for SIM cards. Unlike traditional SIM cards that come in physical form, an eSIM is a digital SIM that can be installed directly into your smartphone or device. Just as a physical SIM, an eSIM enables network connectivity, downloading network profiles and switching between carriers can be done digitally, eliminating the need for physical SIM cards.



## How long does it take to activate an eSIM?

The whole process of activating an eSIM can take up to **10 minutes**. Make sure you will have a reliable internet connection throughout the activation process.



## Is your phone compatible with eSIMs?

Both Android and Apple devices can use eSIMs, but **you do need to confirm that your device is compatible and that it isn't locked by the carrier.** Please note every device has its own specificities, so the following steps may not apply to your device.

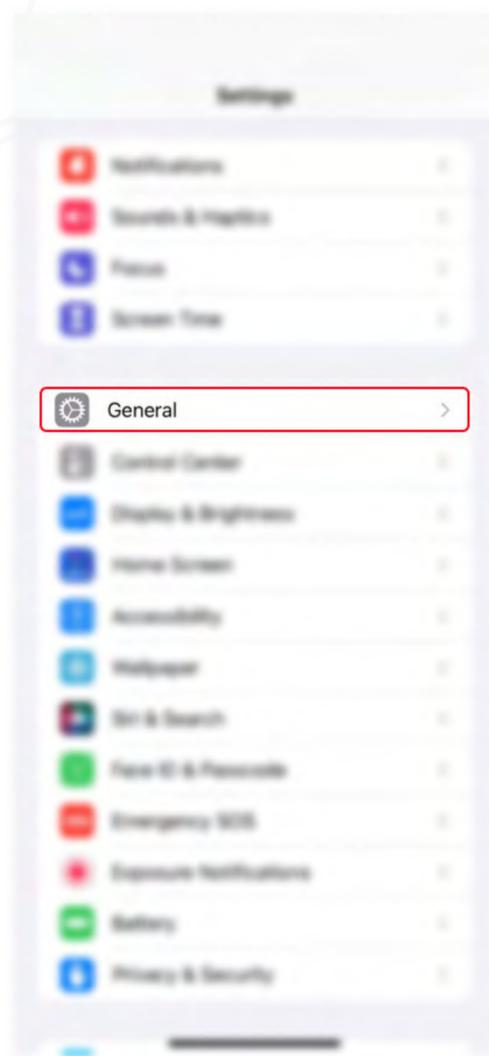
**i** For accurate eSIM capability verification, consider reaching out to your device manufacturer, vendor or primary carrier.



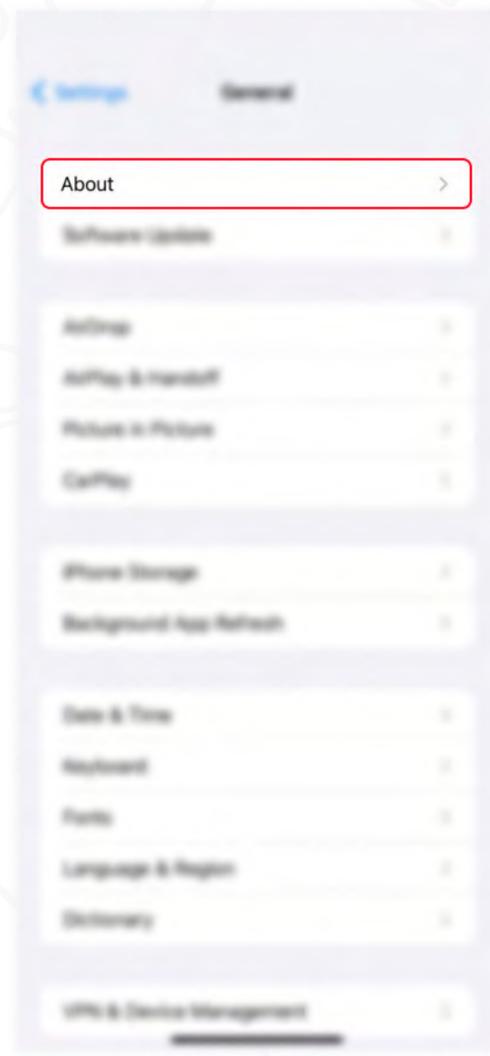
< 1. Getting Started / Is your phone compatible with eSIMs?

iOS Devices

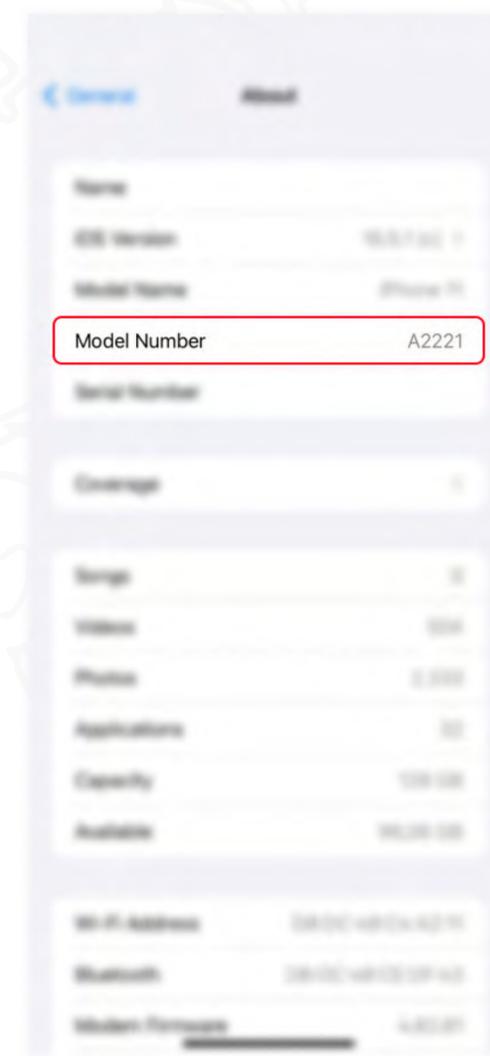
**i** Be aware that most iPhones sold in mainland China, Hong Kong or Macao do not support eSIMs.



1. Open the **Settings** app, tap the **General** option.



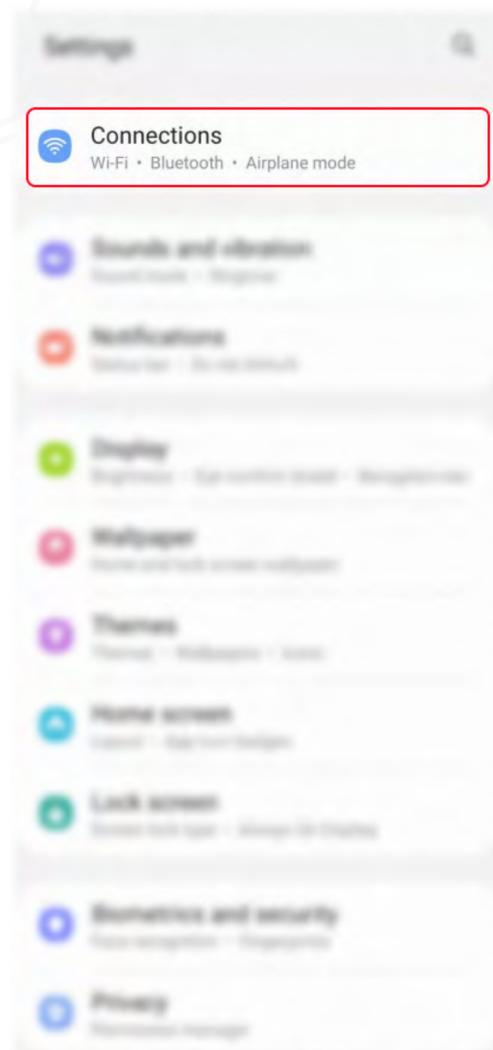
2. Tap **About**.



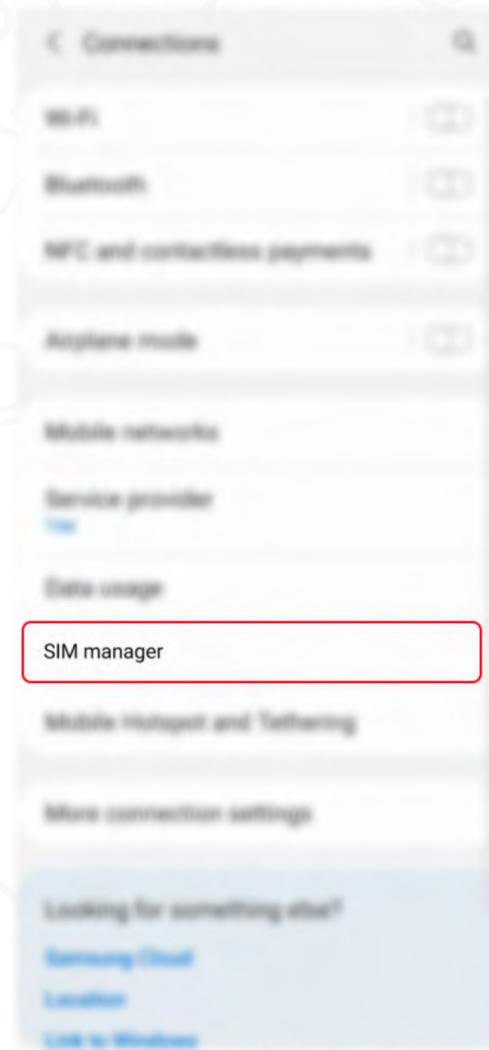
3. Tap the **Model Number** until you view an **AXXXX** combination.

< 1. Getting Started / Is your phone compatible with eSIMs?

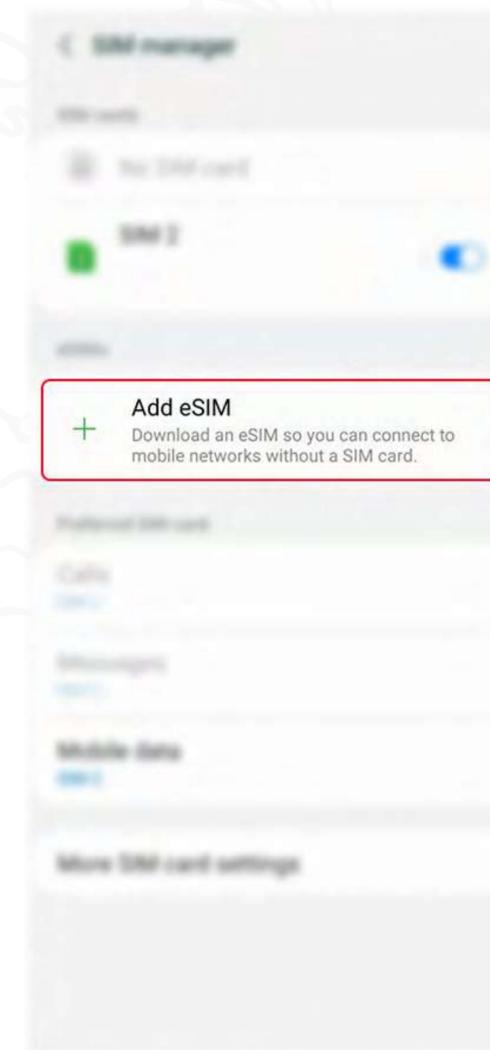
## Samsung Galaxy Devices



1. Open the **Settings** app, tap the **Connections** option.



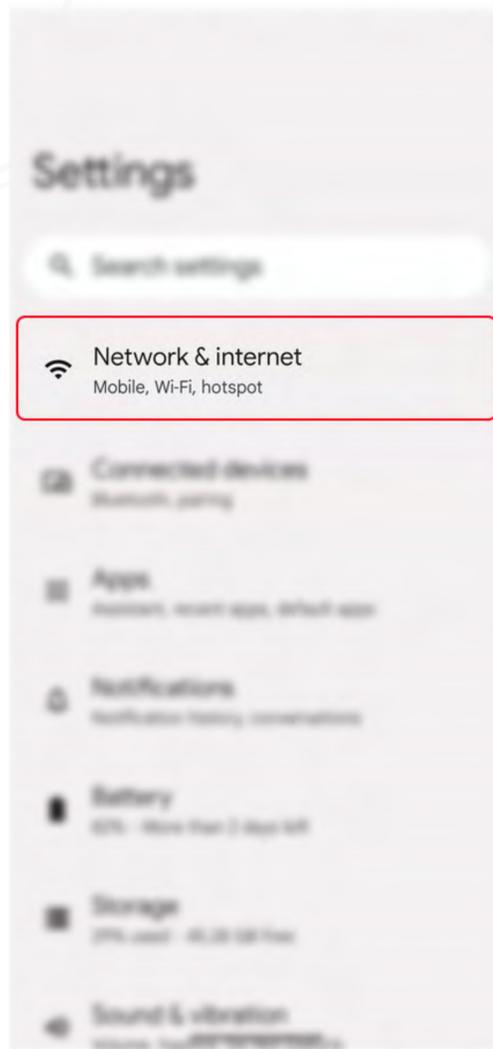
2. Tap **SIM Manager**.



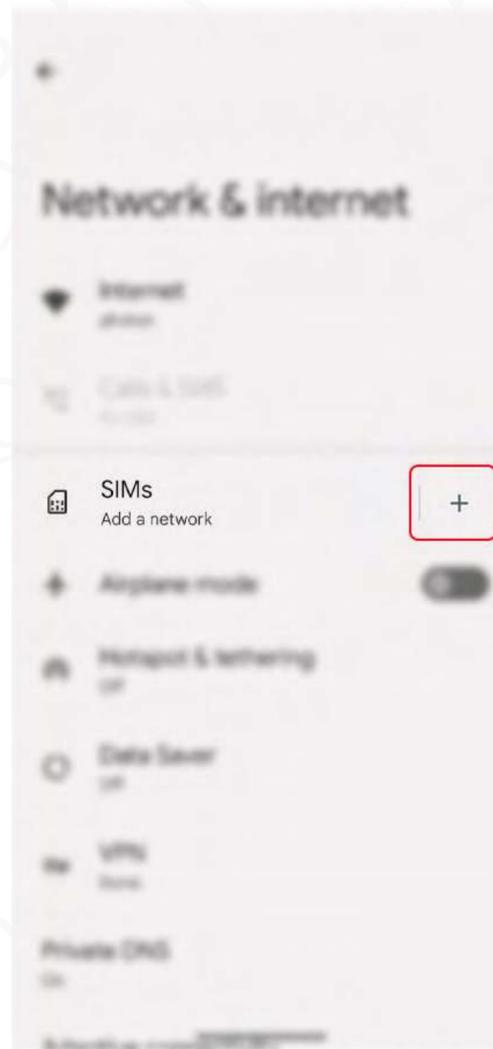
3. If the option **Add eSIM** is available, your device supports eSIMs.

< 1. Getting Started / Is your phone compatible with eSIMs?

Google Pixel Devices



1. Open the **Settings** app, tap the **Network & Internet** option.



2. Tap the **plus (+)** sign next to **SIMs**.



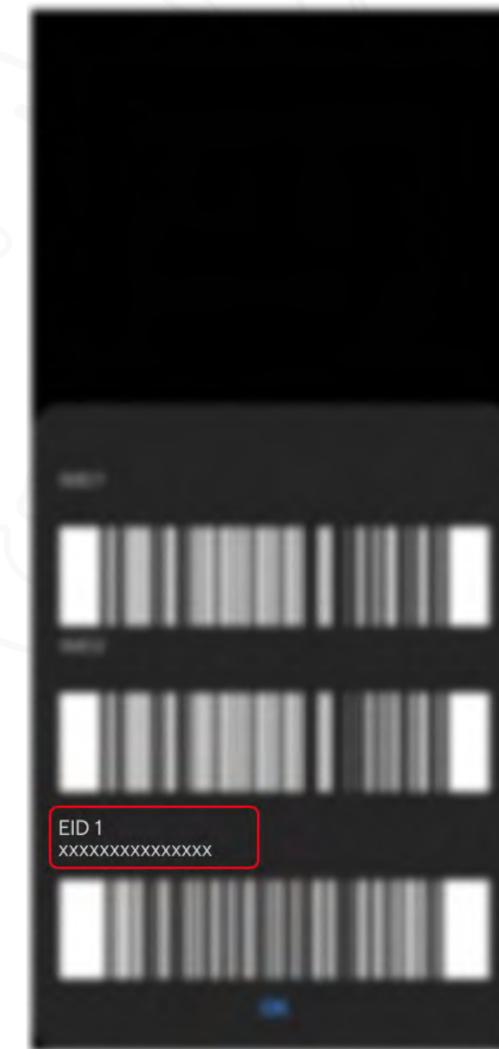
3. If you open the screen **Connect to mobile network** and see the option **Download a SIM instead**, your device supports eSIMs.

## Other Android Devices

**i** Please verify if your exact phone model offers eSIM support on specialized websites. Carriers and manufacturers can deliver devices with custom settings that impact the eSIM compability.



1. Dial **\*#06#** and press **Call**.



2. If your device supports eSIM, you should be able to view your device's **eSIM unique identification number (EID)**.



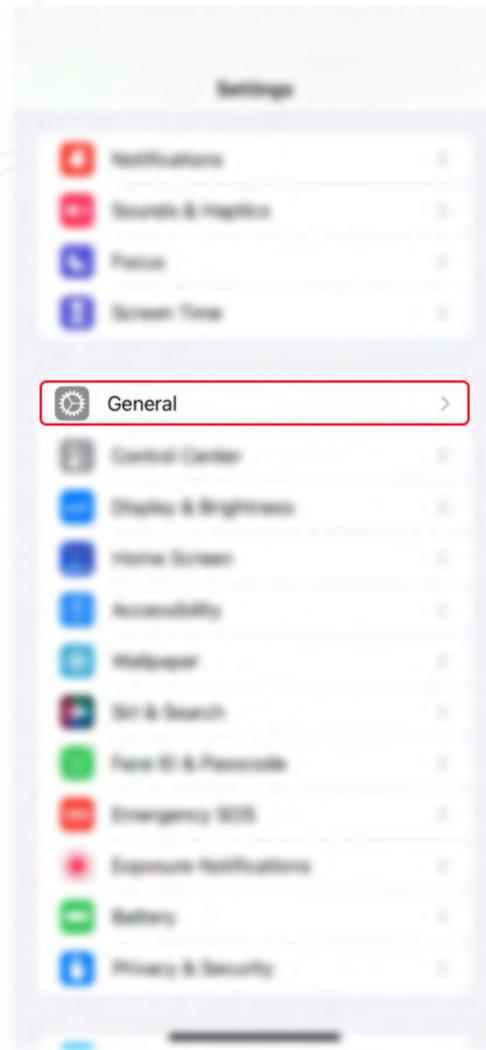
## How to check if your phone is unlocked

Your device must be **unlocked** from any specific carrier restrictions to be able to use Bitrefill eSIMs.

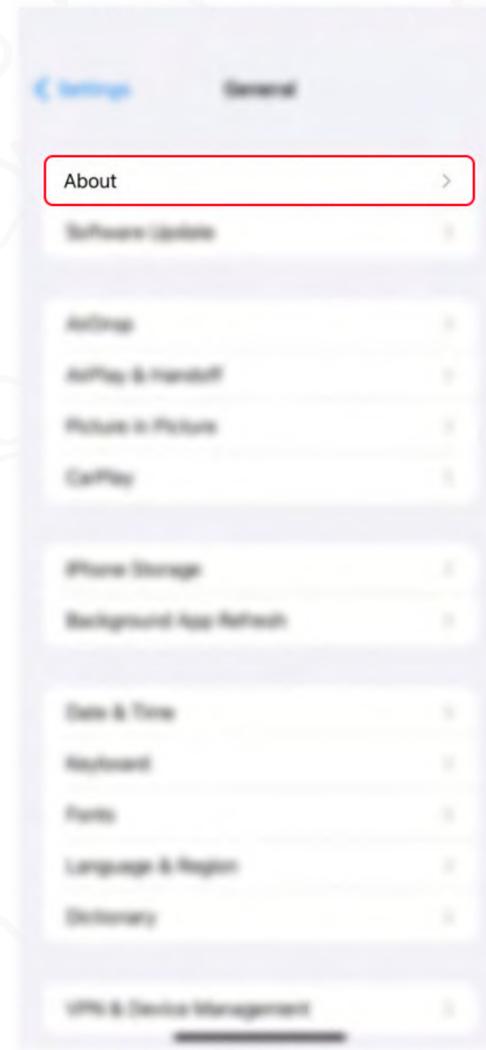
### For Android devices

Android does not have an option to check SIM restrictions in the Settings app. We advise you to check your device's contract or call your carrier to verify.

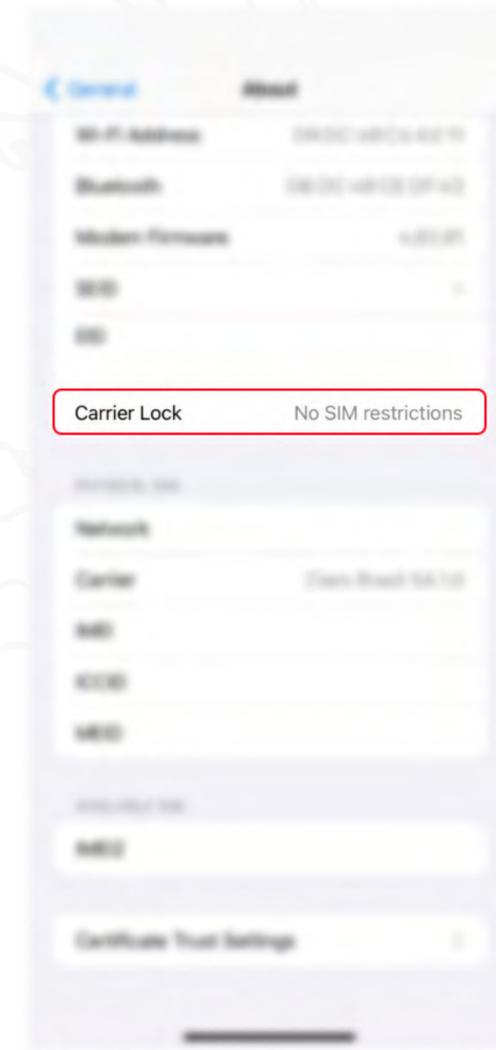
## iOS Devices



1. Open the **Settings** app, tap the **General** option.



2. Tap **About**.



3. Scroll down for the **Carrier lock** field. If you see the **No SIM restrictions** message, then your iPhone is unlocked.

## 2. Installation

Each eSIM can **only be activated once** – its QR code or activation codes will stop working once activation has started in a device. There are two different ways to install your eSIM.

- Scanning the **eSIM's QR Code** (easiest if you have a secondary device to display the QR code on)
- **Copy-pasting the eSIM's activation codes** on your phone's eSIM setup screen (easiest if you only have one device handy)

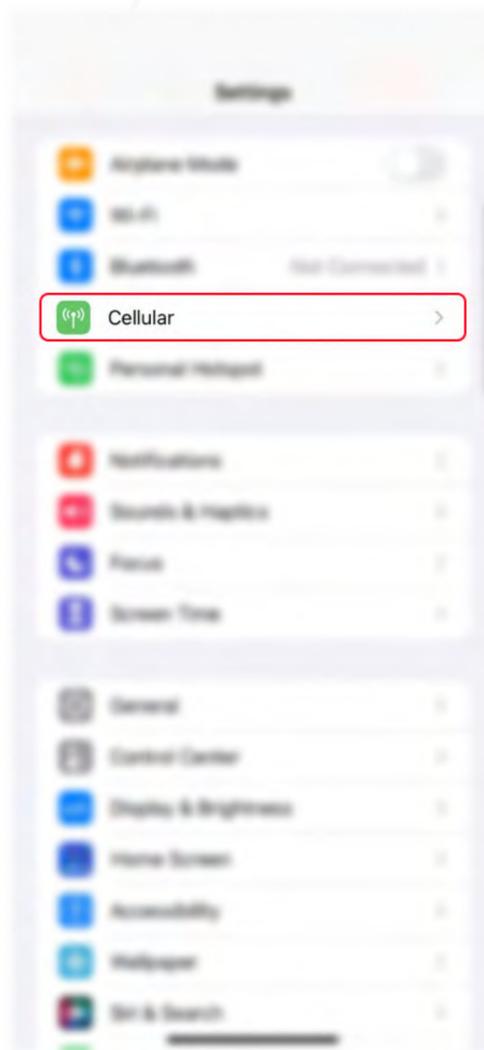


Make sure you have a reliable internet connection throughout the following steps.

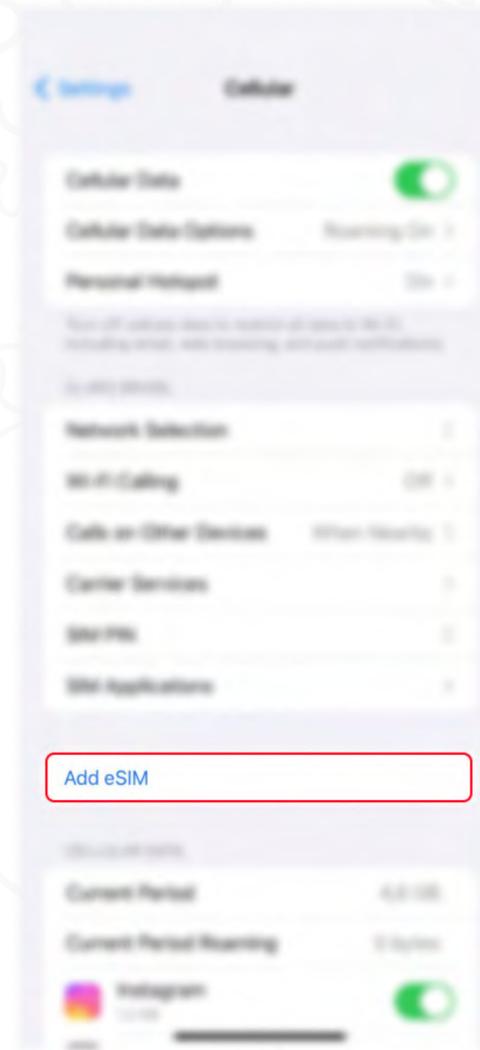


You can try scanning the QR code with your default camera app. If that doesn't work, try the following steps.

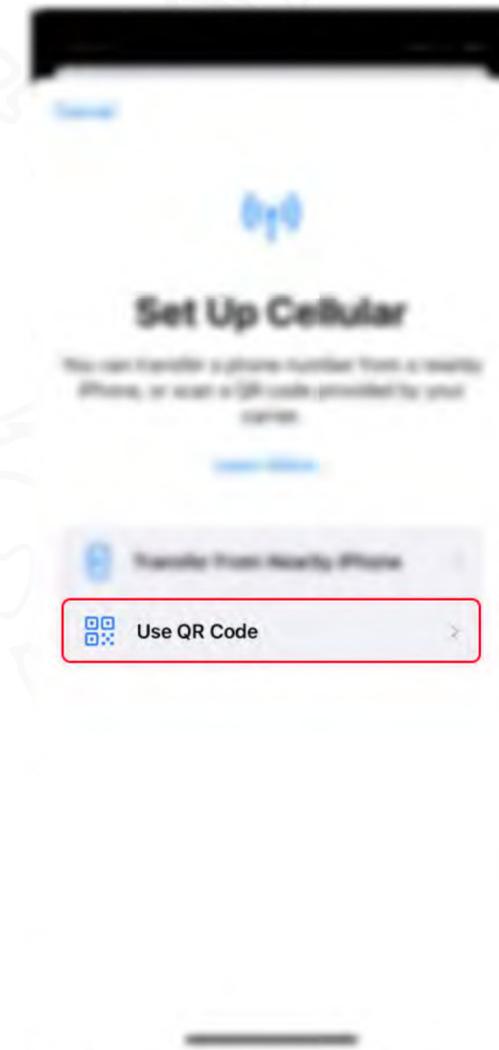
## QR Code Method



1. Open the **Settings** app, tap **Cellular** or **Mobile data**.

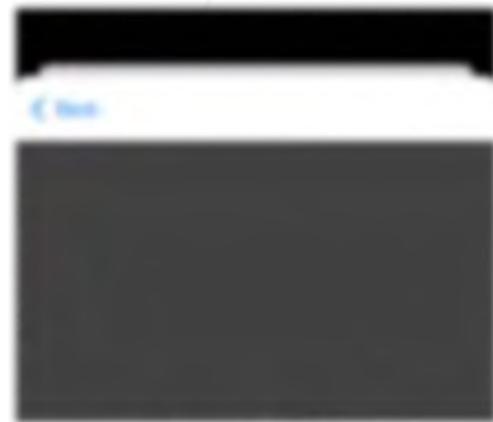


2. Tap **Add eSIM** or **Add Cellular plan**.



3. Select **Use QR Code**.

## QR Code Method



### Scan QR code

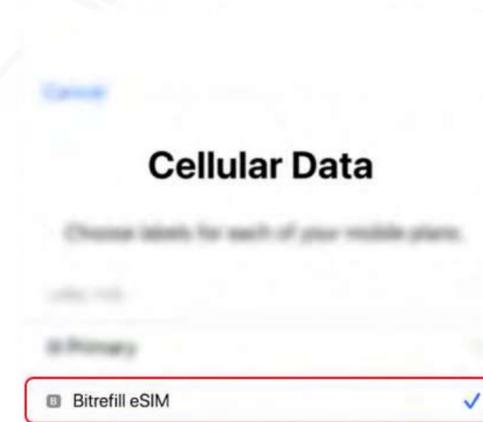
Position the QR code from your carrier in the frame.

4. Scan the **QR code**.



Continue

5. Tap **Continue** and wait.

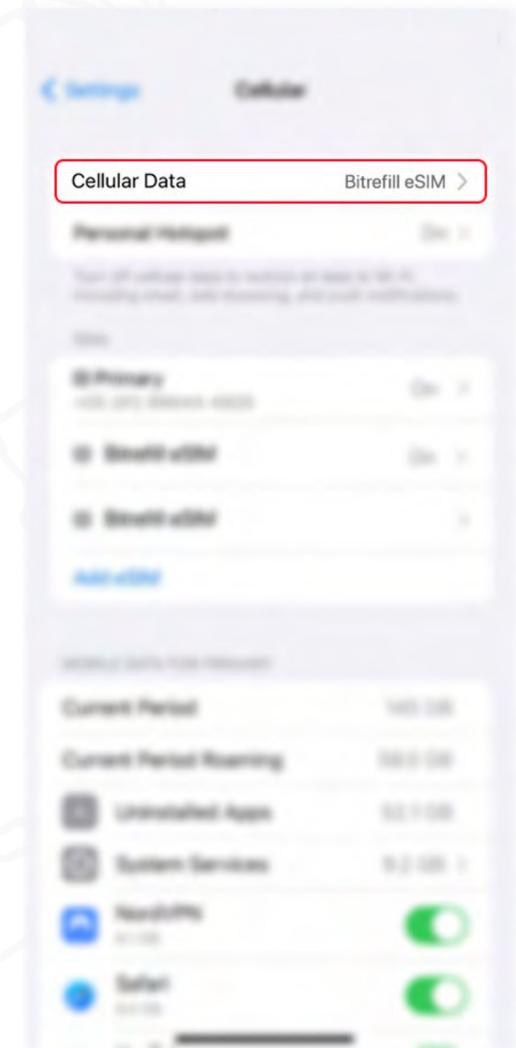


### Cellular Data

Bitrefill eSIM

Continue

6. Label your eSIM and select as your line for **Cellular Data**.



Cellular Data

Bitrefill eSIM

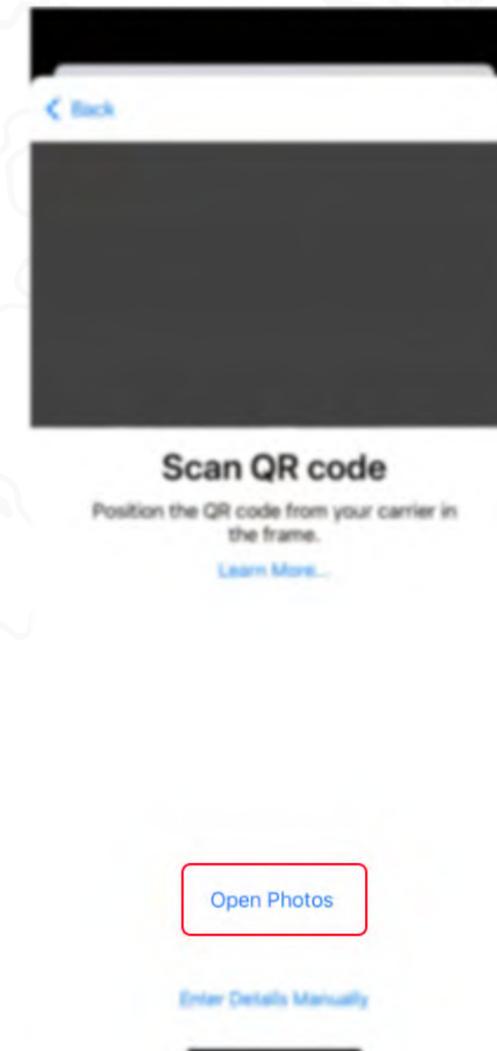
7. You should now see your eSIM under **Mobile data** or **Cellular data**.

## QR Code Method

iOS 17 only

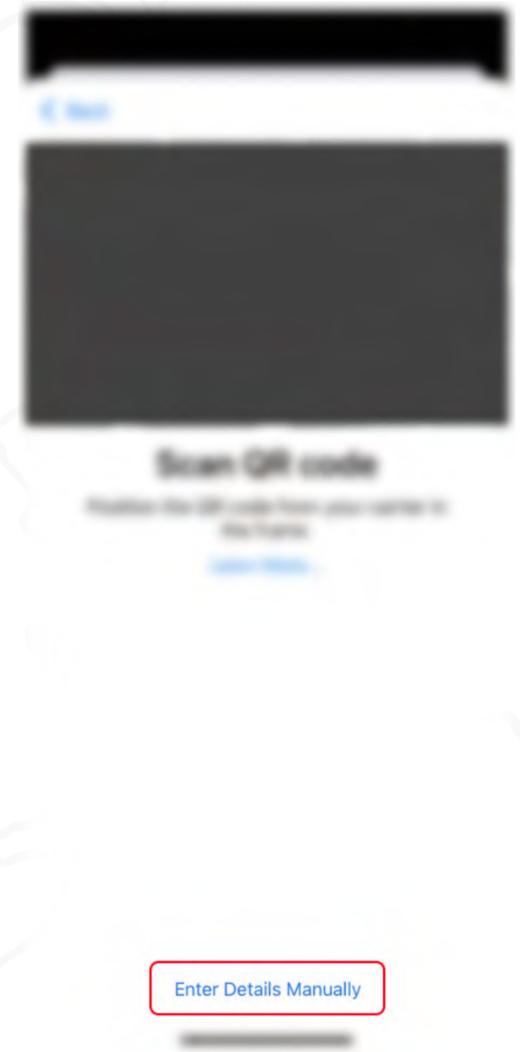
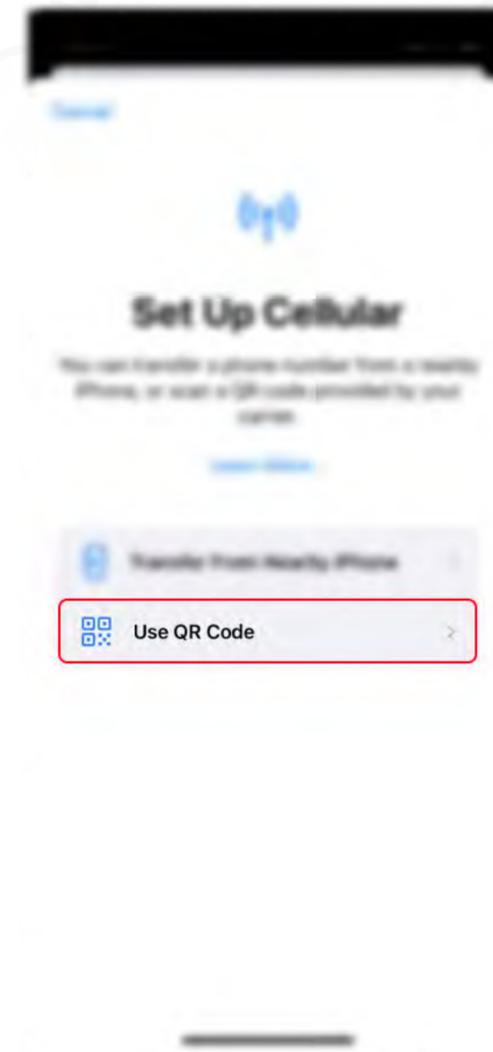
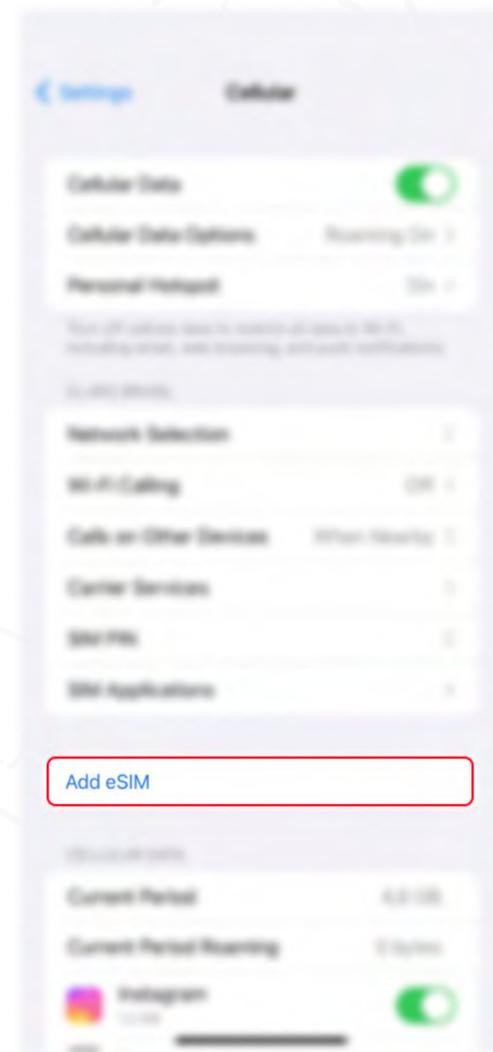
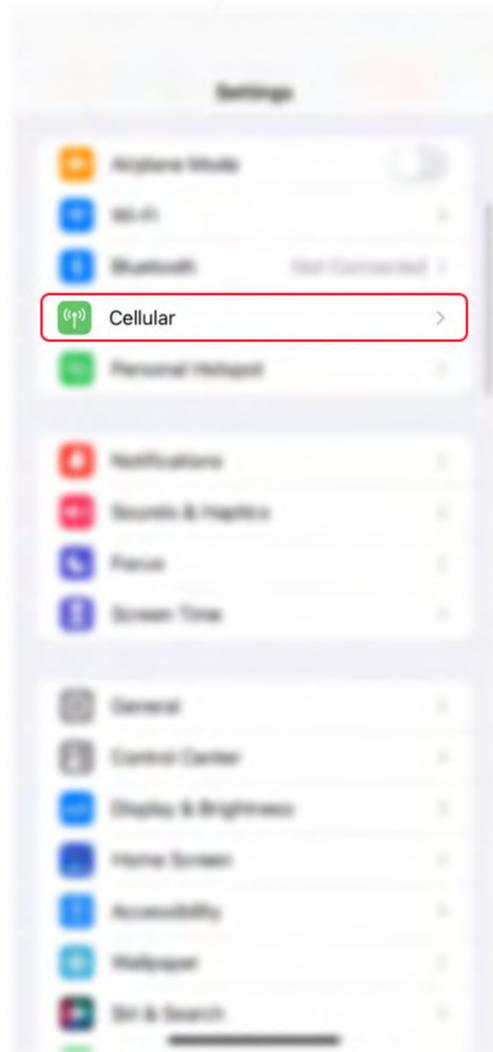
For **iOS 17** users, it is now easier to install your eSIM. You no longer need to rely on an external source or other device. The new **iOS 17** allows you to scan a QR Code from your iPhone's local photo album.

**i** The device will automatically recognize and extract the eSIM information from the selected QR code. You'll be guided through the activation process normally.



4. Tap **Open Photos**. Browse through your gallery to find the eSIM QR code you wish to use. **Select it and continue.**

## Copy-paste Method



1. Open the **Settings** app, tap **Cellular** or **Mobile data**.

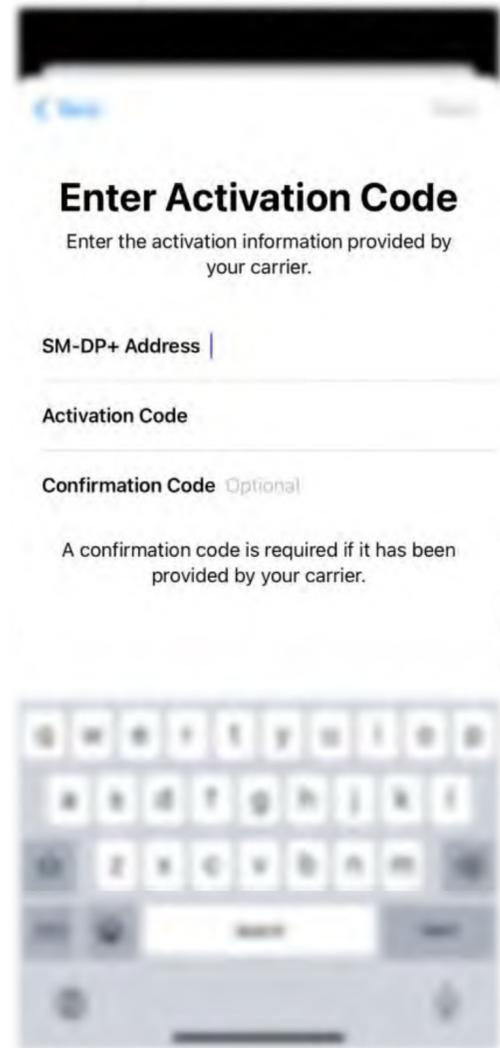
2. Tap **Add eSIM** or **Add Cellular plan**.

3. Select **Use QR Code**.

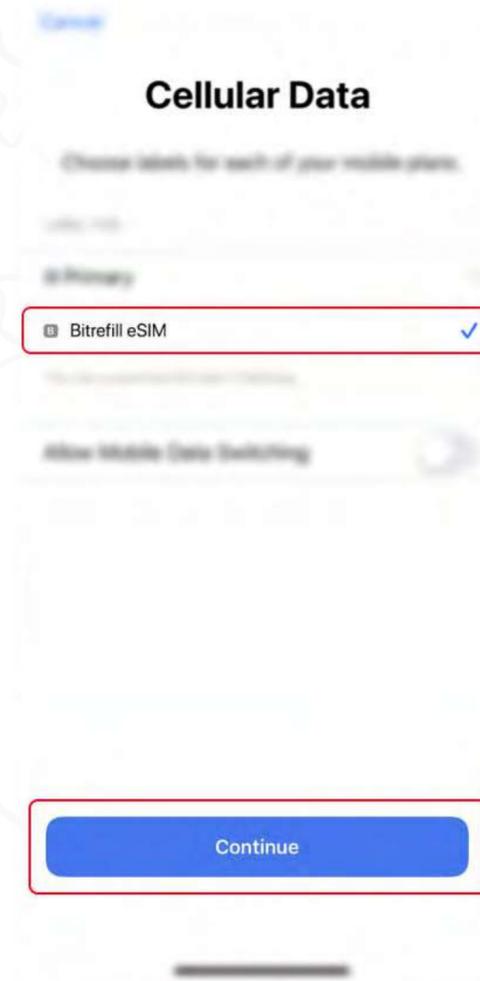
4. Instead of scanning the QR Code, click on **Enter details Manually**.

## Copy-paste Method

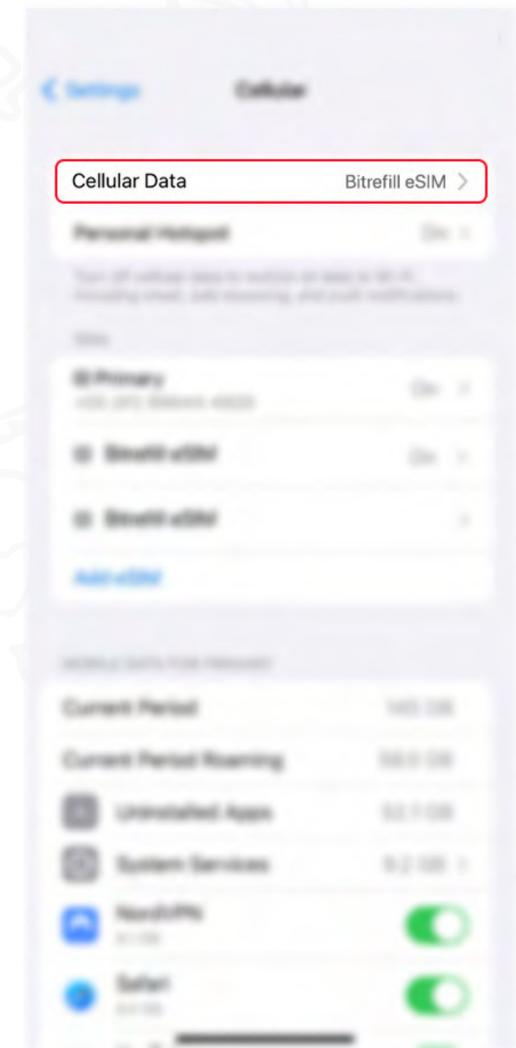
**i** You will be asked to enter the following information:  
SM- DP+ Address and Activation code.



5. **Copy** the codes we sent you and **paste** them on this screen.



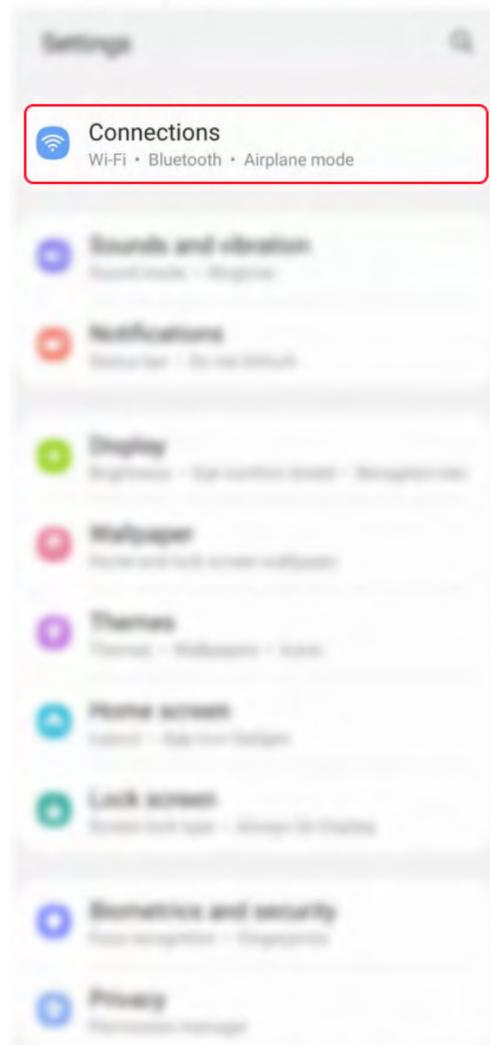
6. Label your eSIM and select as your line for **Cellular Data**.



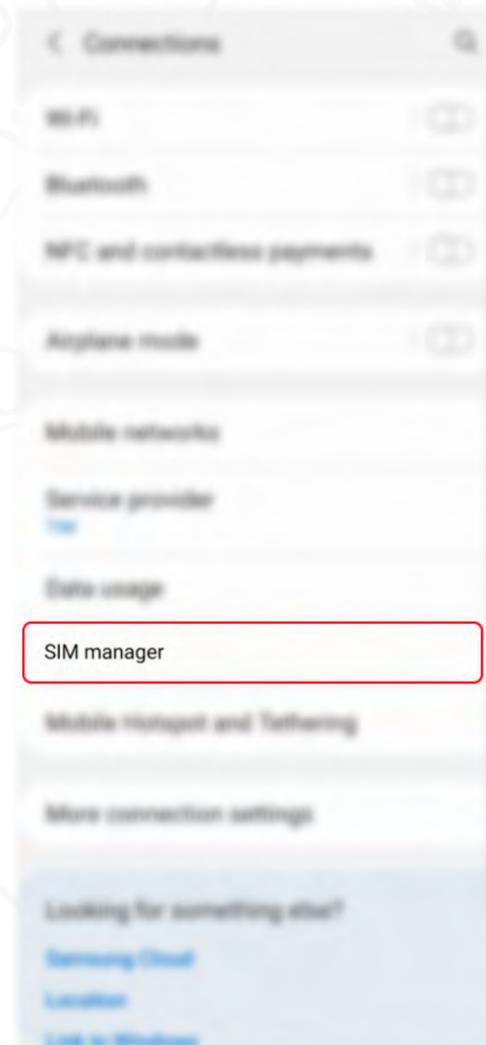
7. You should now see your eSIM under **Mobile data** or **Cellular data**.

## QR Code Method

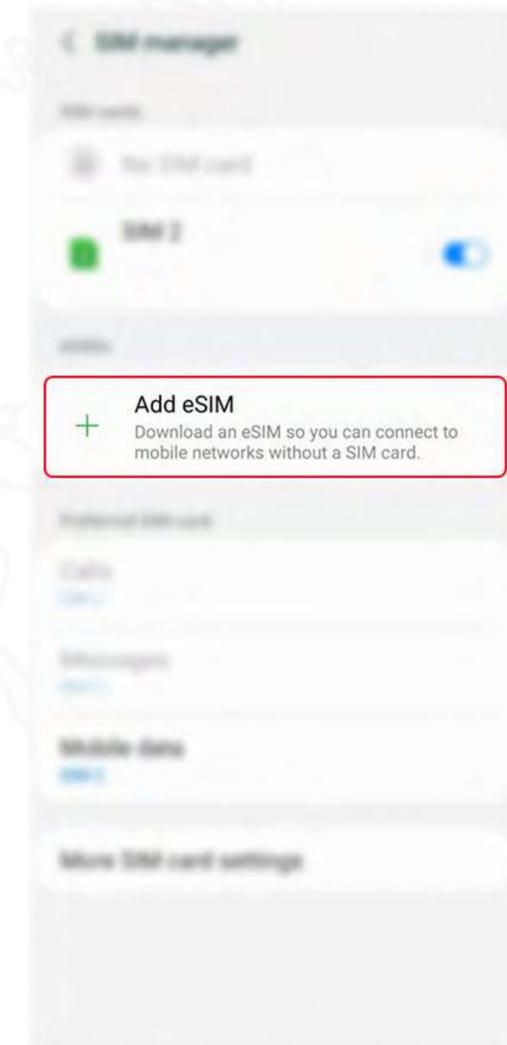
**i** For Android users, some steps may differ depending on your device.



1. Open the **Settings** app, tap **Connections** or **Network & Internet**.

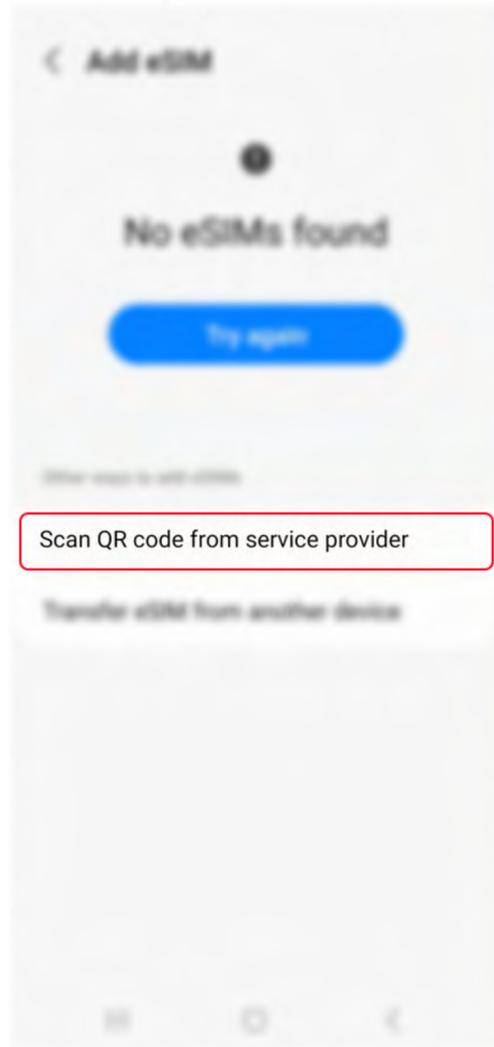


2. Tap **SIMs, SIM Manager** or other variation depending on brand and model.



3. Select **Add eSIM** or **Download a SIM Instead** option at the bottom.

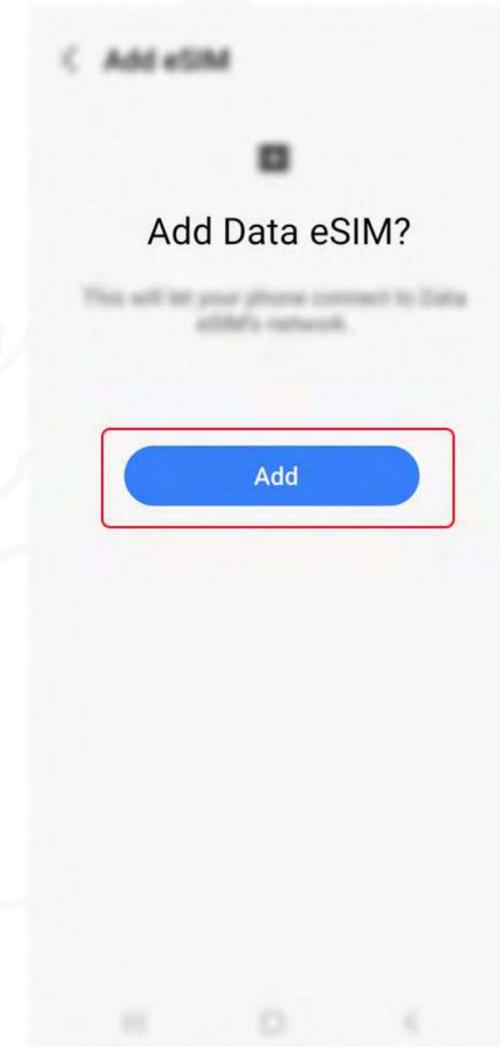
## QR Code Method



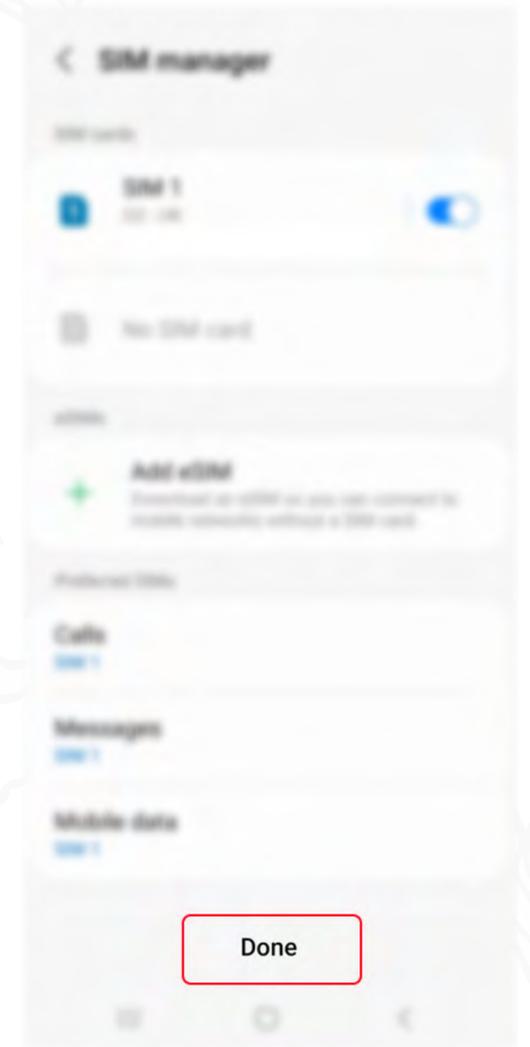
4. Tap **Scan QR Code from service provider** or just click **Next**.



5. Scan the **QR Code**.

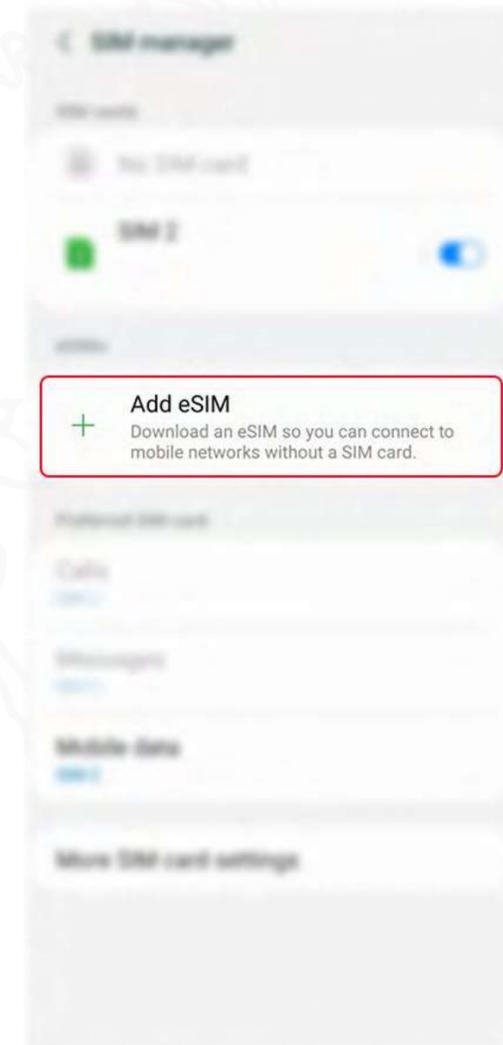
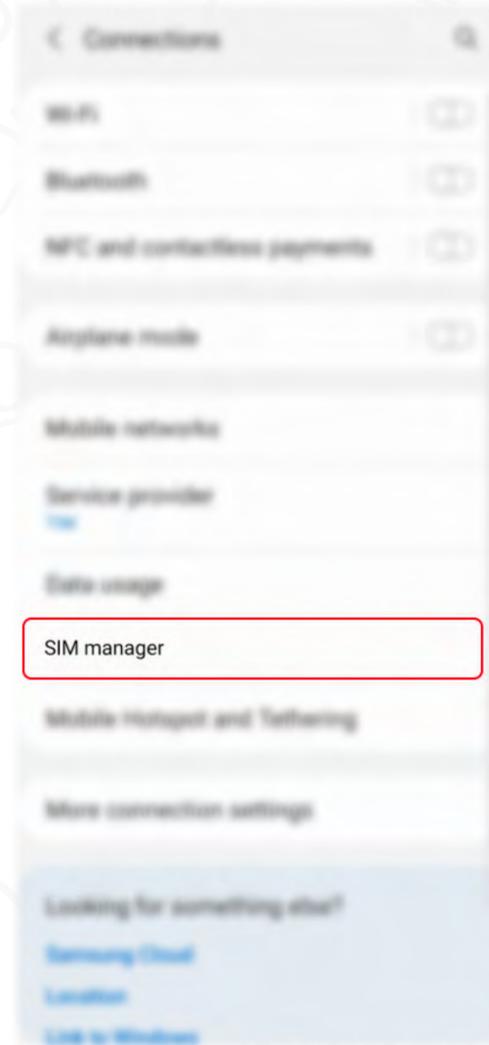
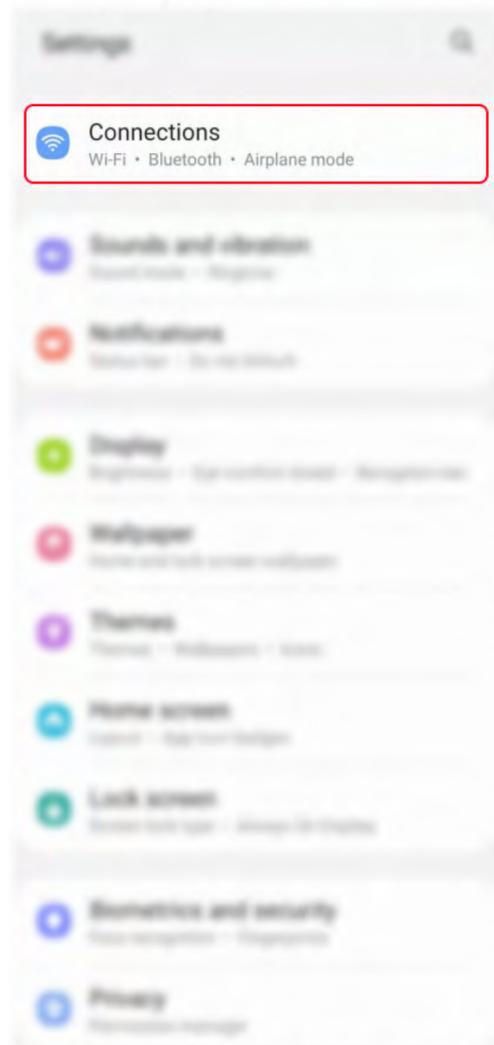


6. If prompted, tap **Add**. And then tap **Done**.



## Copy-paste Method

**i** For Android users, some steps may differ depending on your device.



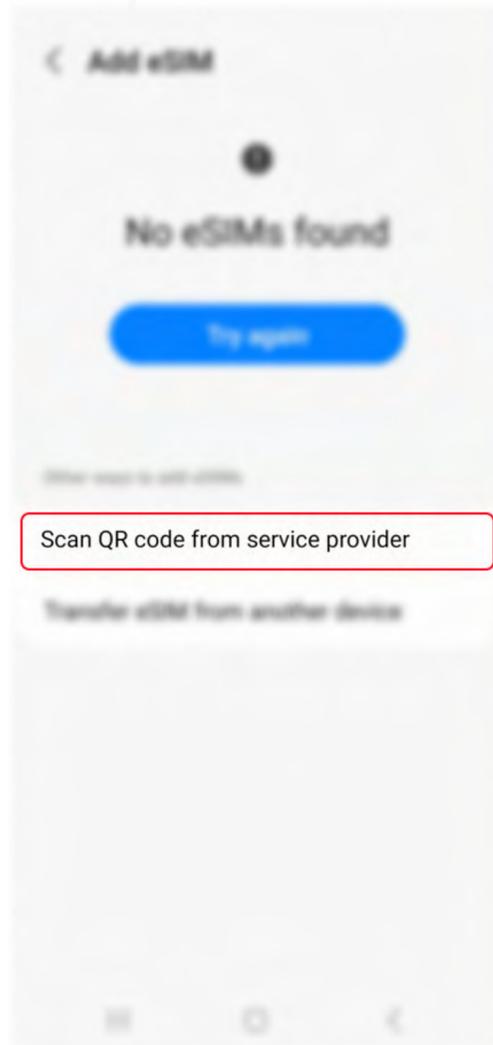
1. Open the **Settings** app, tap **Connections** or **Network & Internet**.

2. Tap **SIMs, SIM Manager** or other variation depending on brand and model.

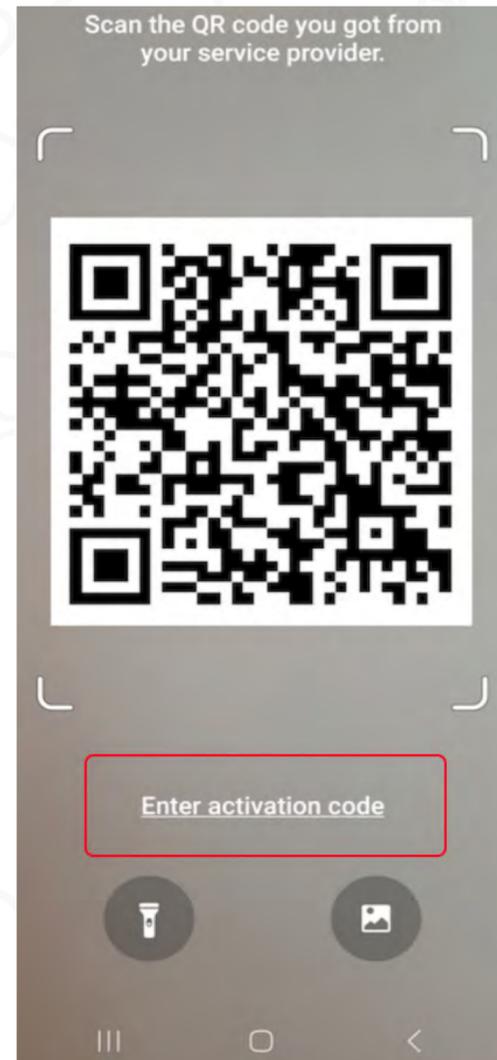
3. Select **Add eSIM** or **Download a SIM Instead** option at the bottom.

## Copy-paste Method

**i** If you are using a Google Pixel device, you may find specific steps below.



4. Tap **Scan QR Code from service provider** or just click **Next**.

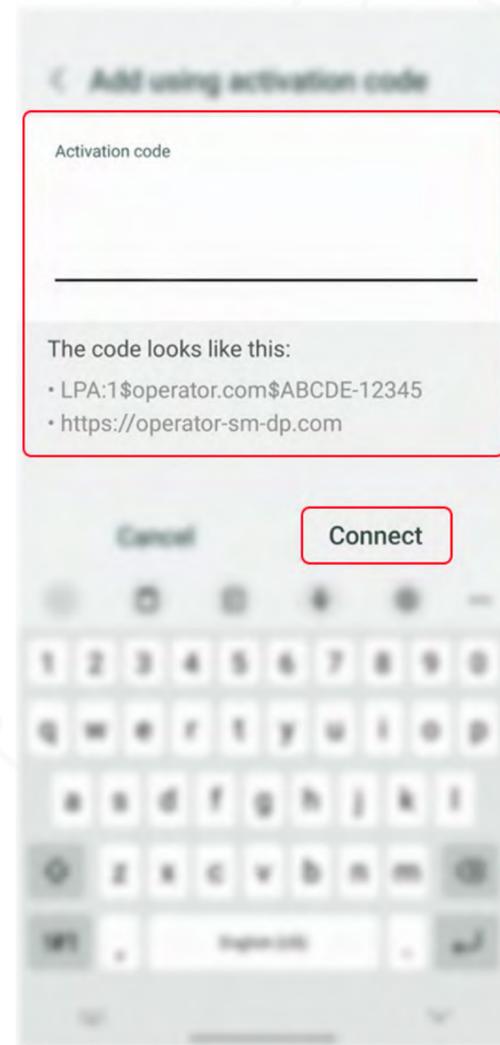


5. Tap **Enter activation code**.

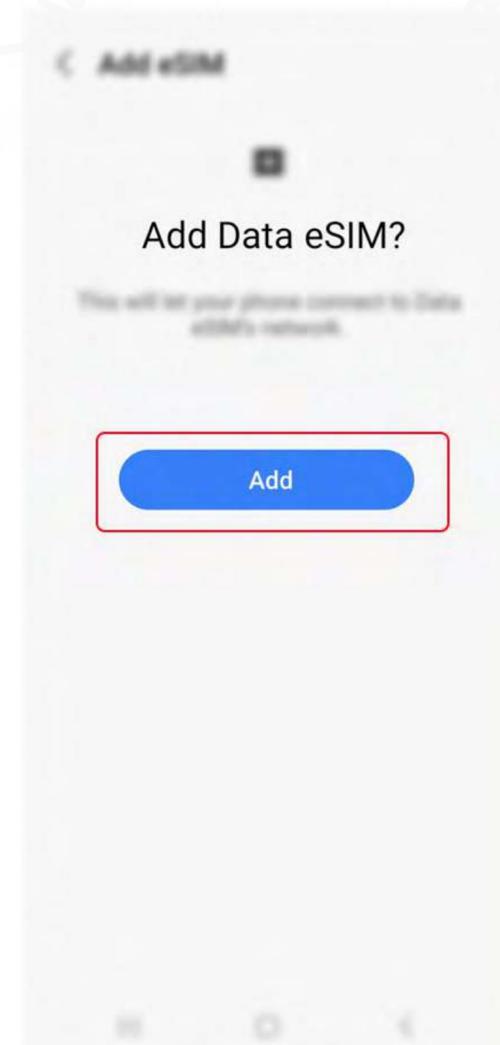


**Google Pixel only:** Select **Need Help?** and then tap **Enter it manually**.

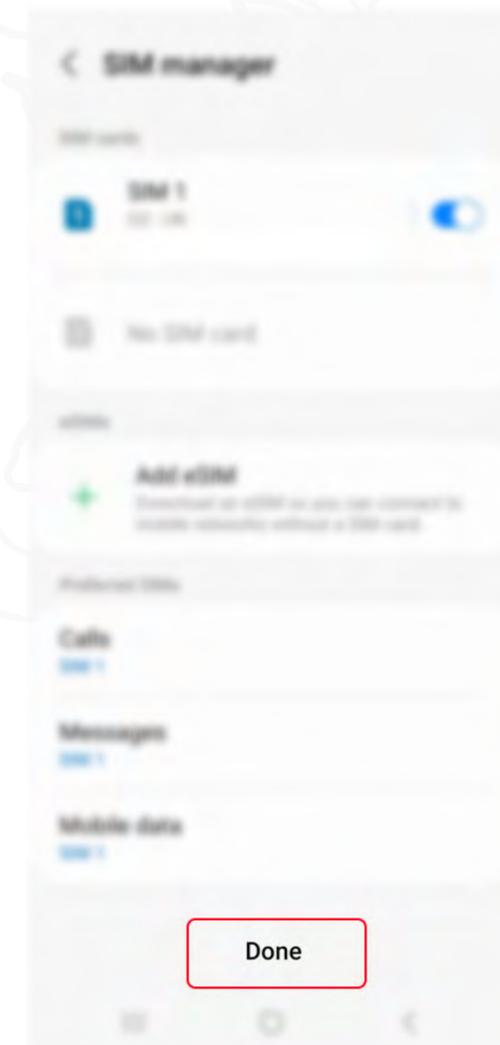
## Copy-paste Method



6. Enter the codes we sent you.  
Tap **Connect**.



7. If prompted, tap **Add**. And then tap **Done**.



## 2. Activation



Be sure to activate your eSIM only when you arrive at your destination, since **your data plan starts as soon as you activate it on your phone.**

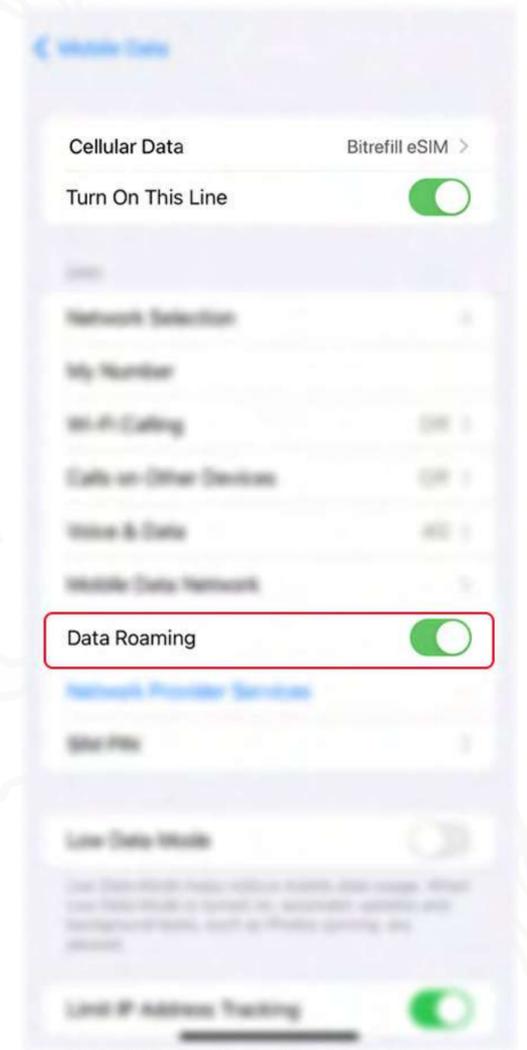
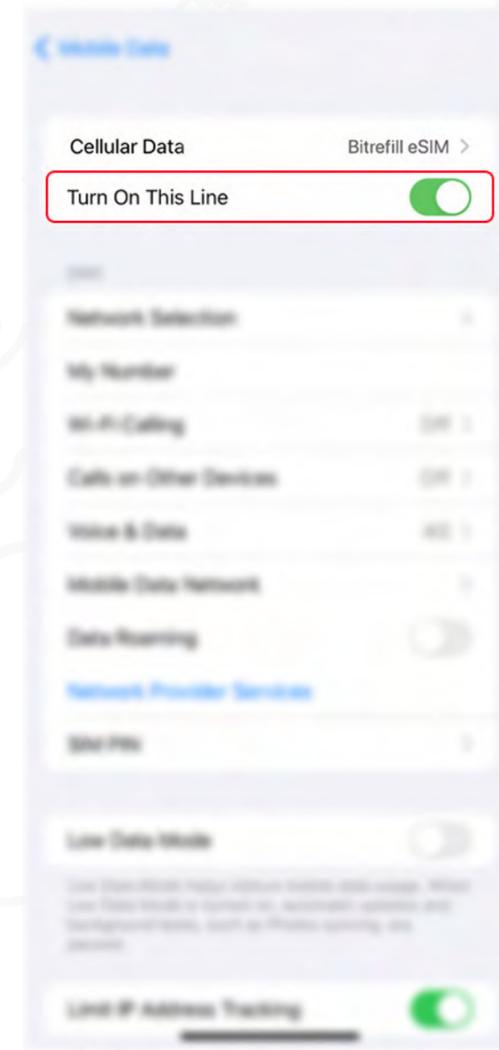
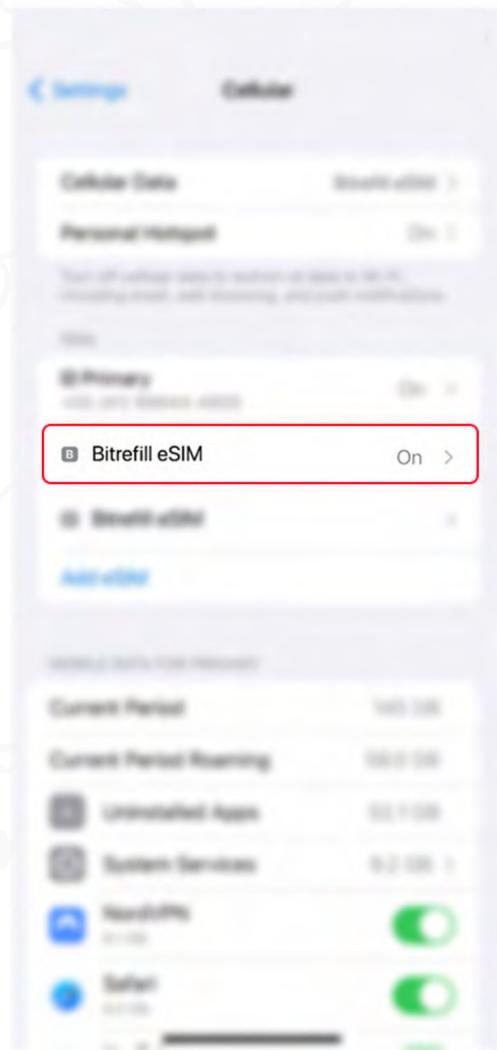
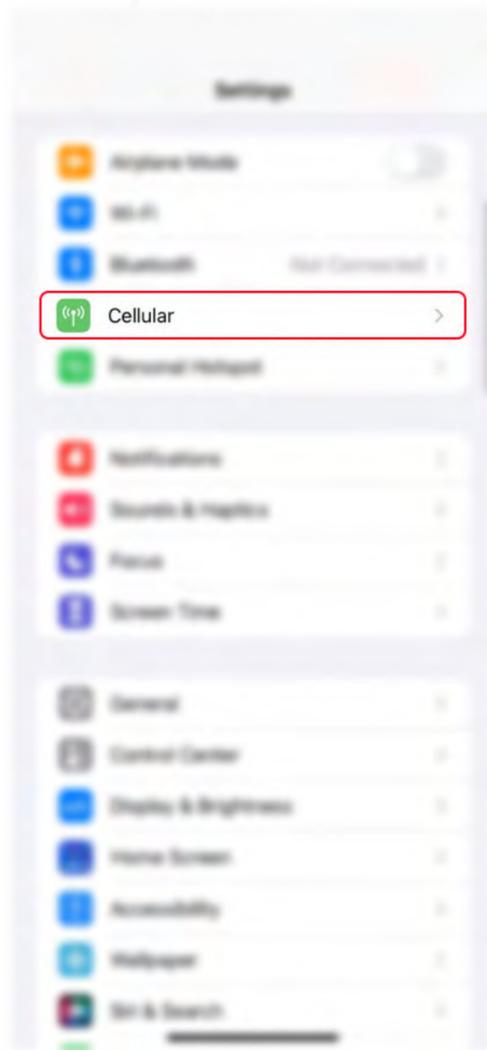
### How can I check if my eSIM is active?

The icon in the status bar at the top of the screen show the signal strength of your carrier.



# iOS Devices

ⓘ If you want to check or manually configure the APN, follow the steps on the APN session.

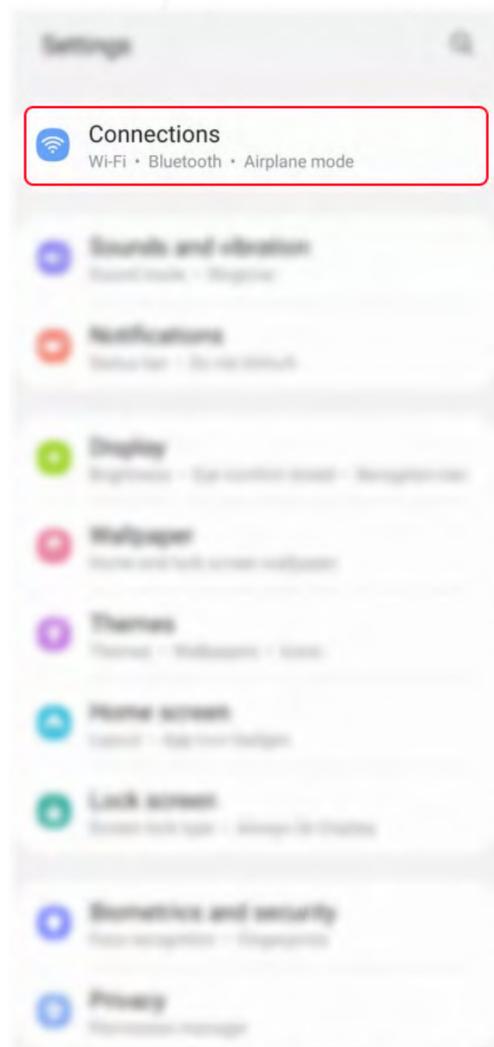


1. Open the **Settings** app, tap **Cellular** or **Mobile data**.

2. Select your newly installed **Bitrefill eSIM plan**.

3. Toggle **Turn on this line** for your eSIM, and then turn on **Data Roaming**. The activation is done!

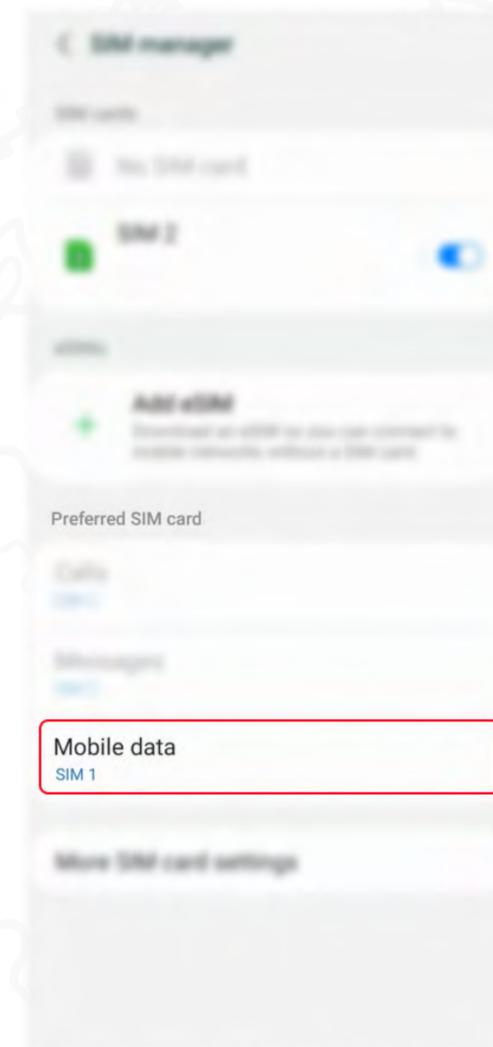
## Android Devices



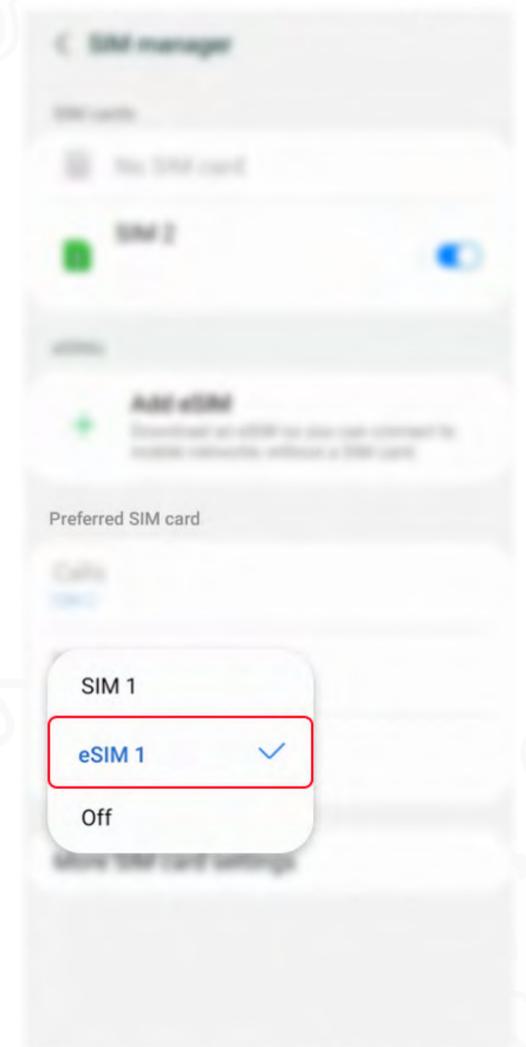
1. Open the **Settings** app, tap **Connections** or **Network & Internet**.



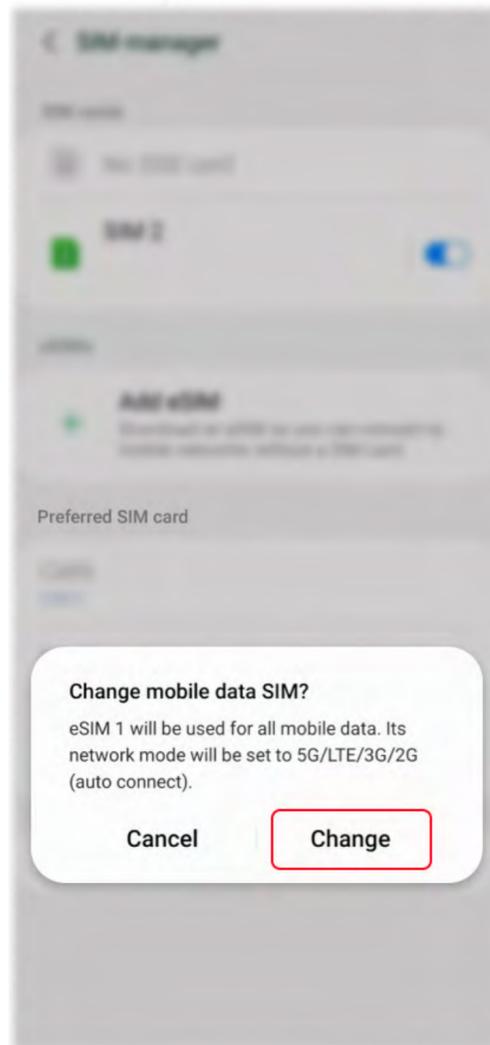
2. Tap **SIMs, SIM Manager** or other variation depending on brand and model.



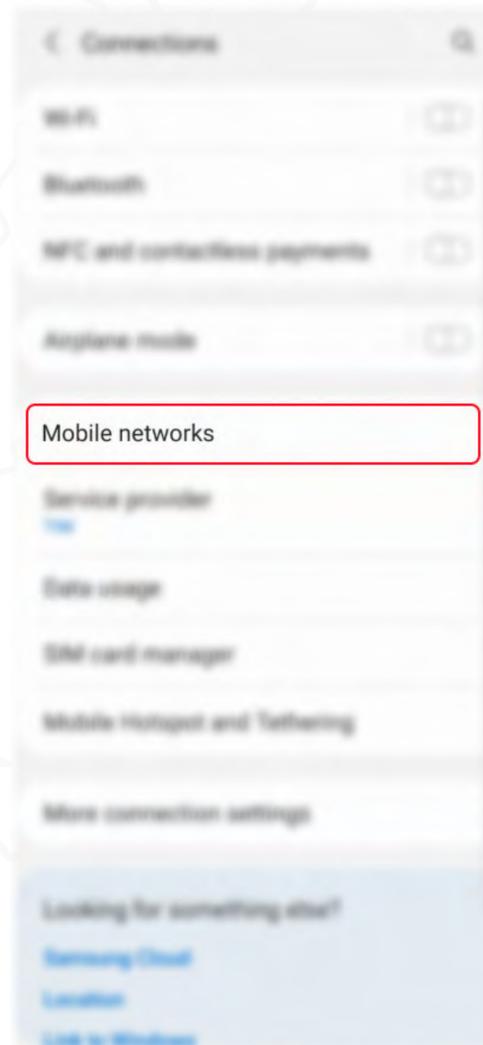
3. Under **Preferred SIMs** or similar, tap **Mobile Data** and select your newly installed **Bitrefill eSIM plan**.



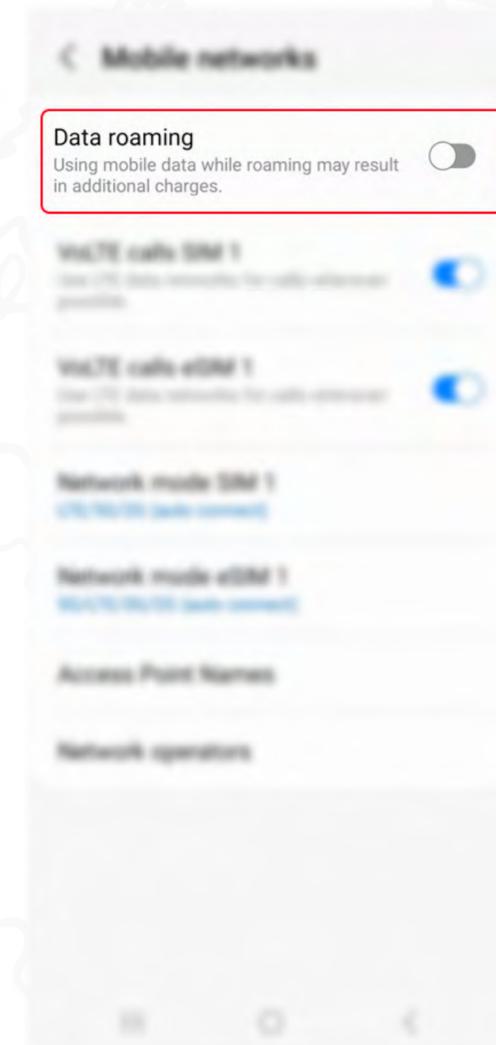
## Android Devices



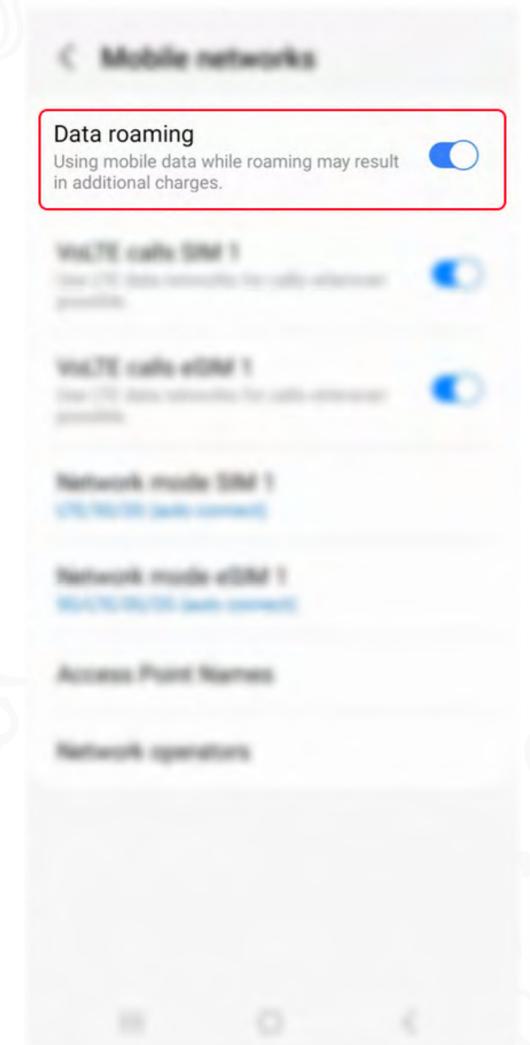
4. Tap **Change** to confirm.



5. Go back to **Connections** or **Network & Internet** then go to **Mobile Networks**.



6. Turn on **Data Roaming** to activate your eSIM. The activation is done!



## 2. Activation

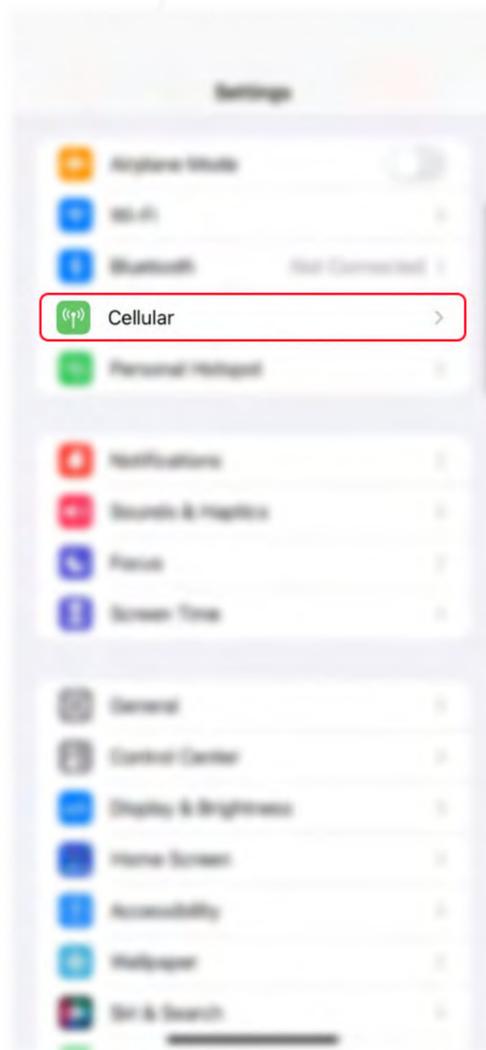


### Manual Network Selection

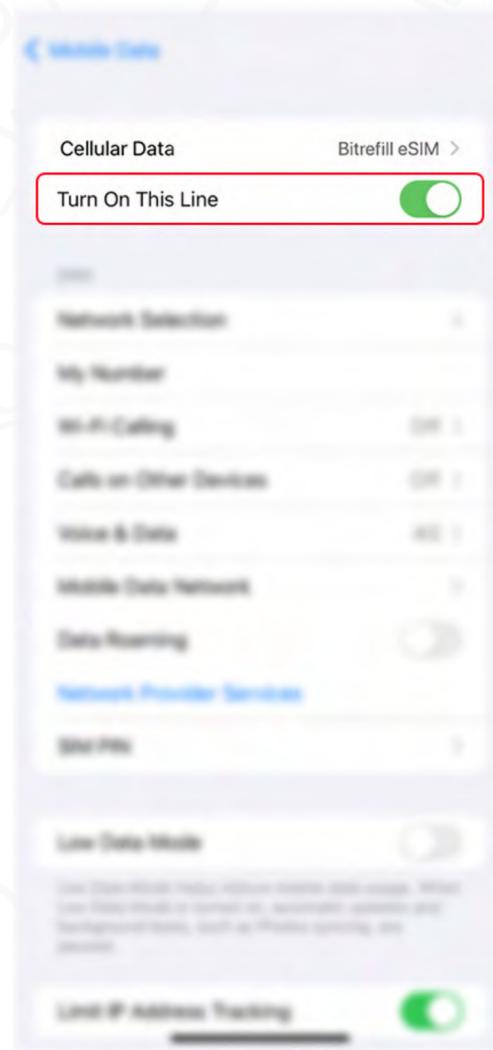
If you are struggling with a **poor quality connection** on a particular network, we recommend you manually search and select a different network.



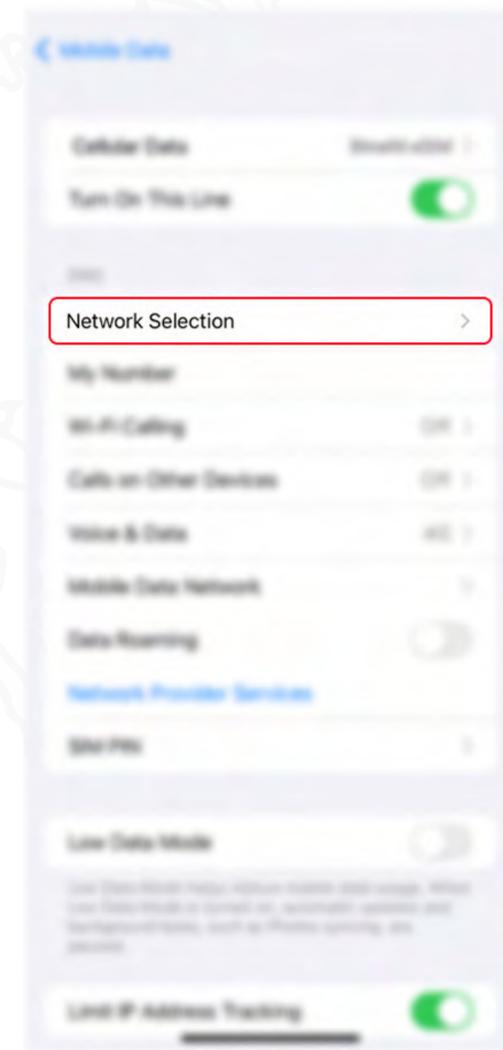
## iOS Devices



1. Open the **Settings** app, tap **Cellular** or **Mobile data**.



2. Select the eSIM you want to configure. Ensure **Turn on this line** is on.

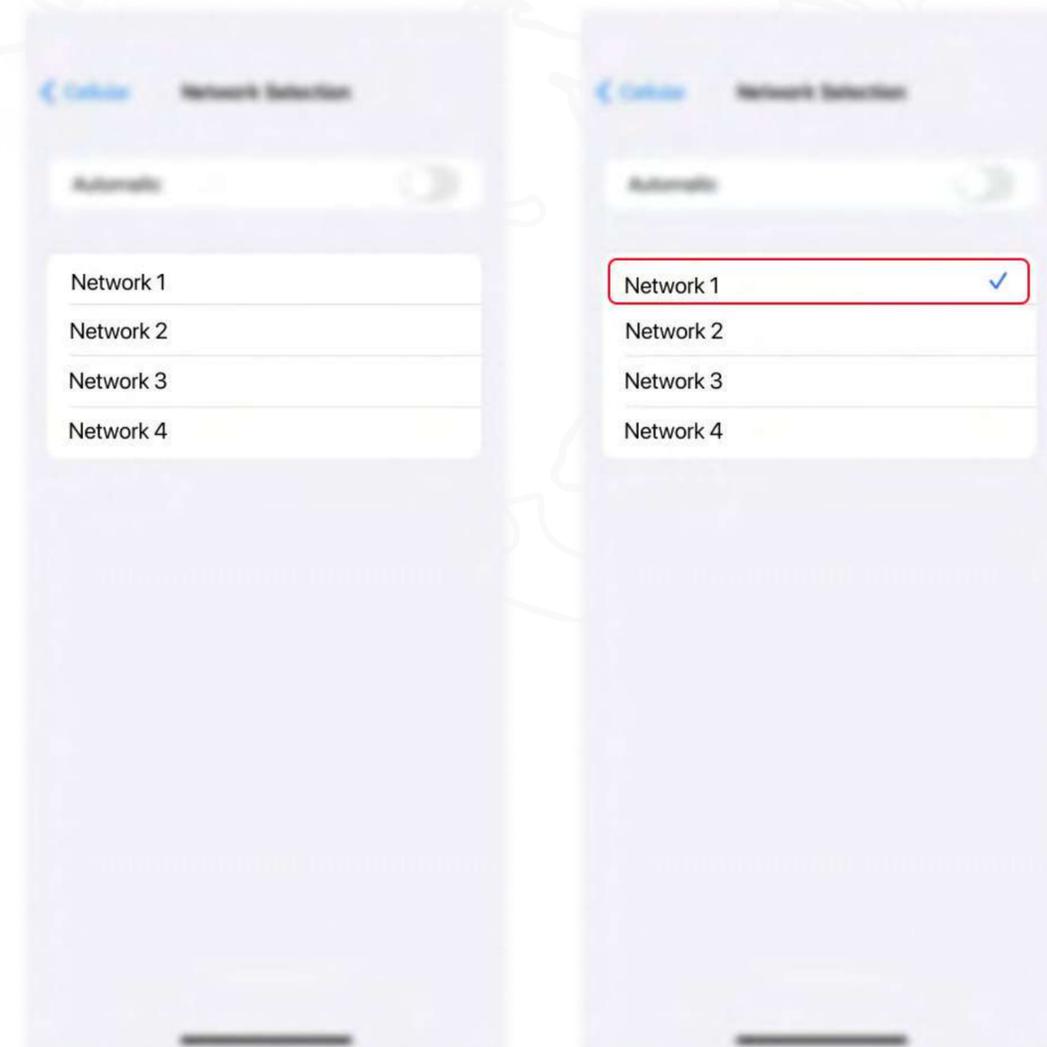


3. Tap **Network Selection**.

## iOS Devices

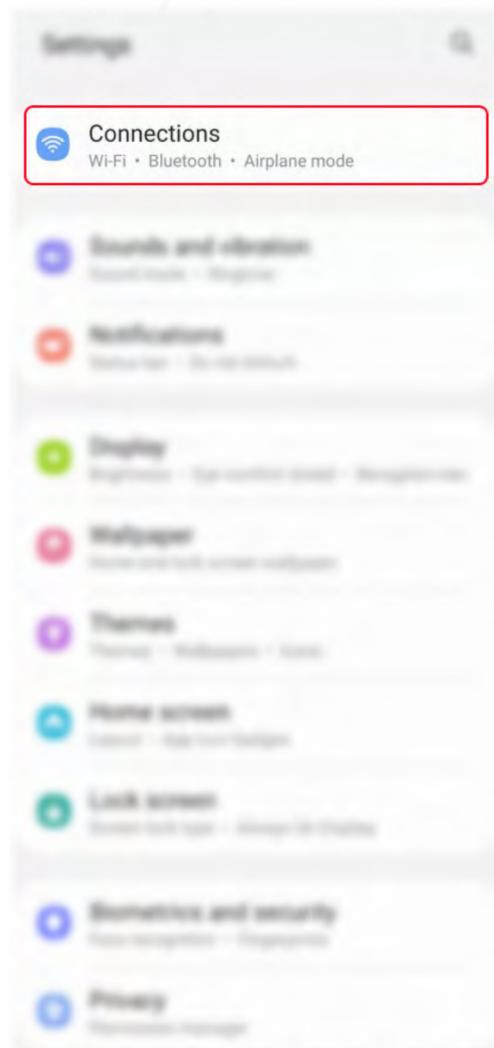


4. Disable the **Automatic** option.

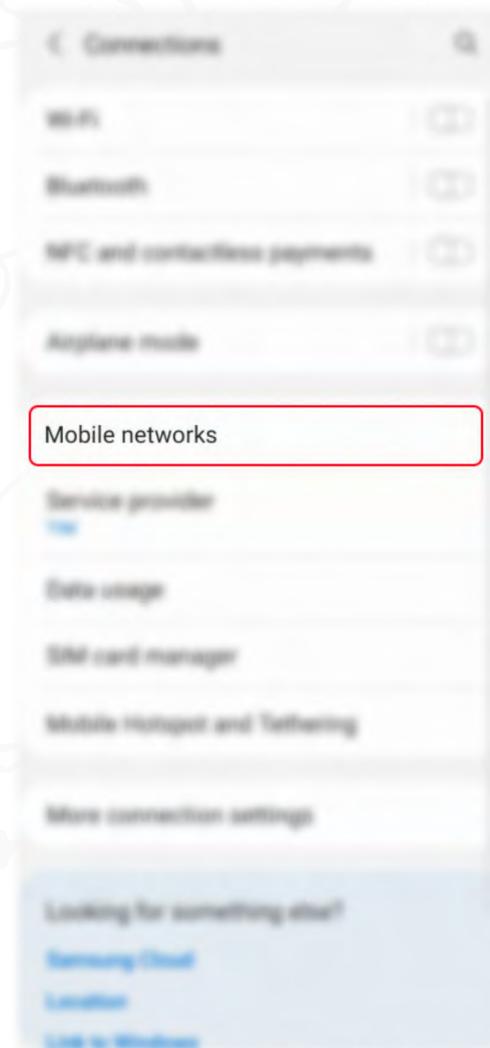


5. Choose the **network** you want to connect.  
You are now connected to the selected network!

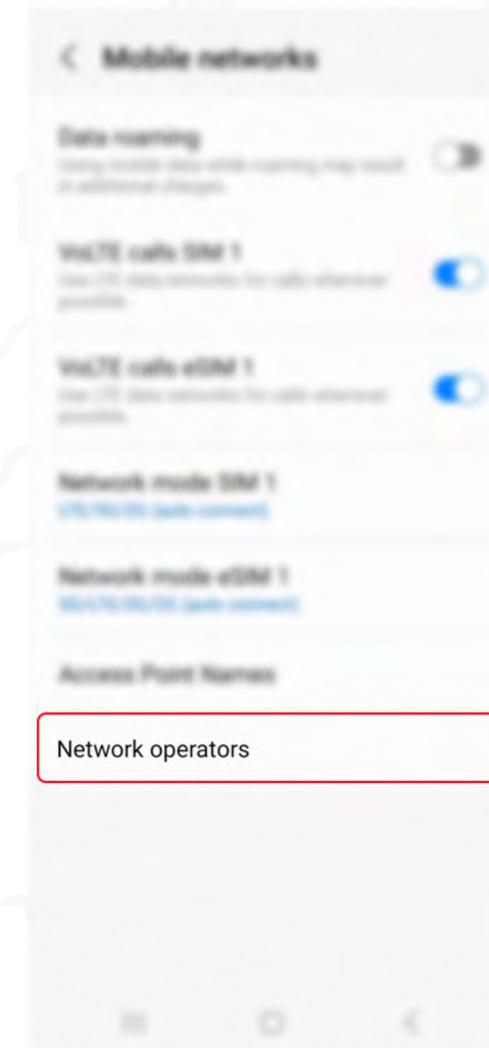
## Android Devices



1. Open the **Settings** app, tap **Connections** or **Network & Internet**.



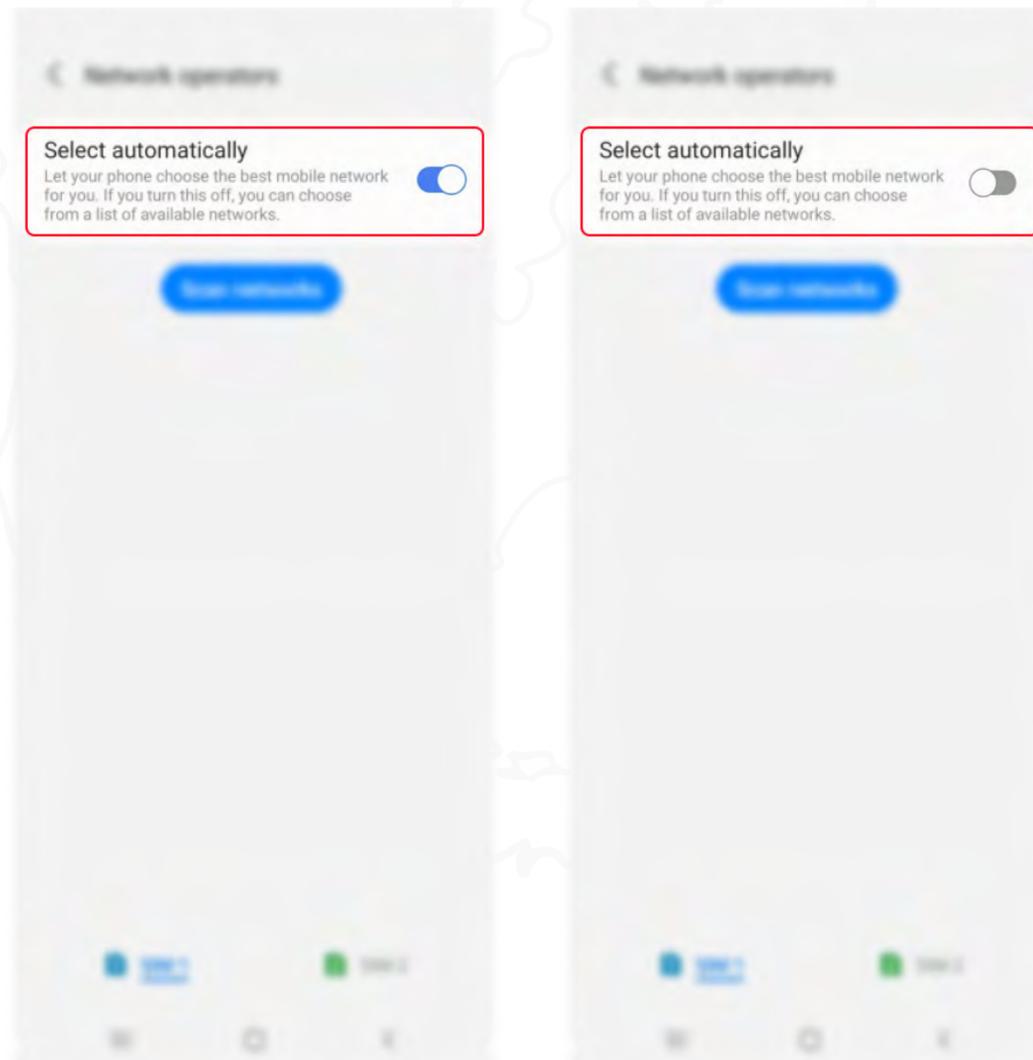
2. Tap **Mobile Networks**.



3. Tap **Networks Operators**. Then **select a SIM** at the bottom of the page.



## Android Devices



**i** If a pop up notification appears, tap OK or confirm the selection.

4. Disable the **Select Automatically** option.  
You are now connected to the selected network!

## 2. Activation

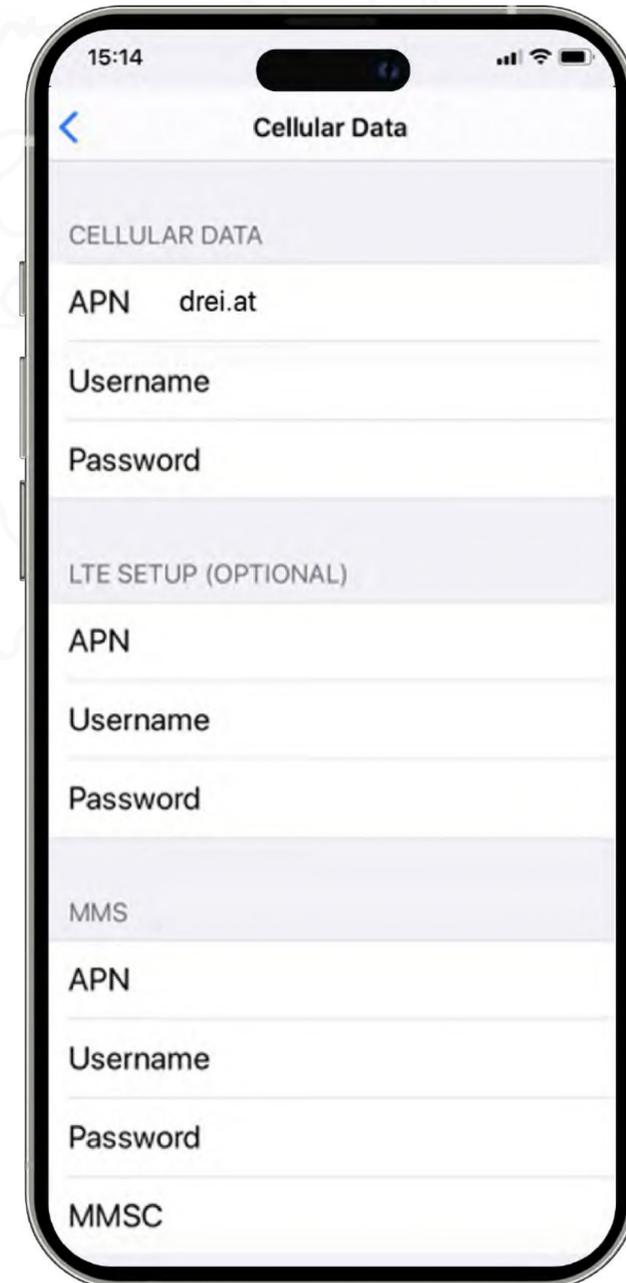


### Set up your APN

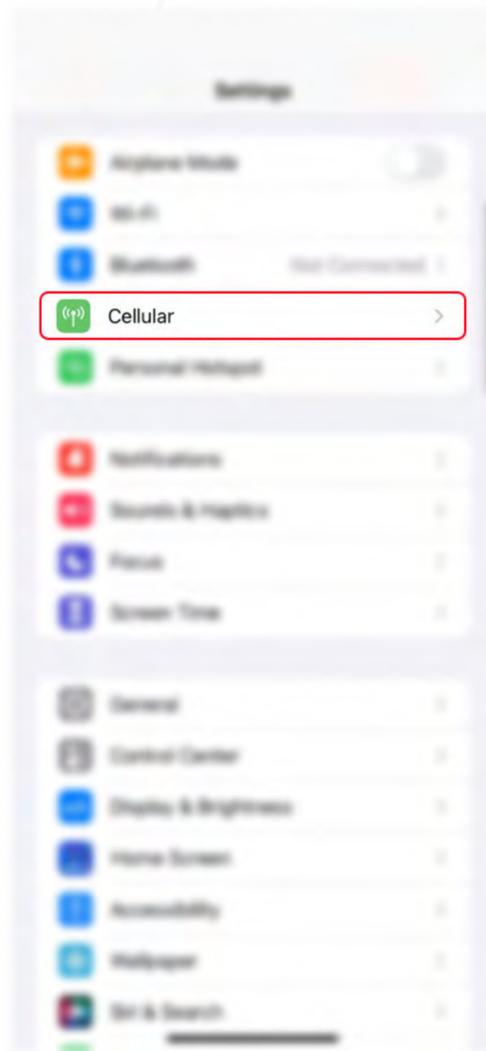
Most of our eSIMs have an **automatic APN (Access Point Name)**. So manual programming is not necessary. However, if you do want to set manually the APN, follow the next steps.

**i** For iOS and Android devices

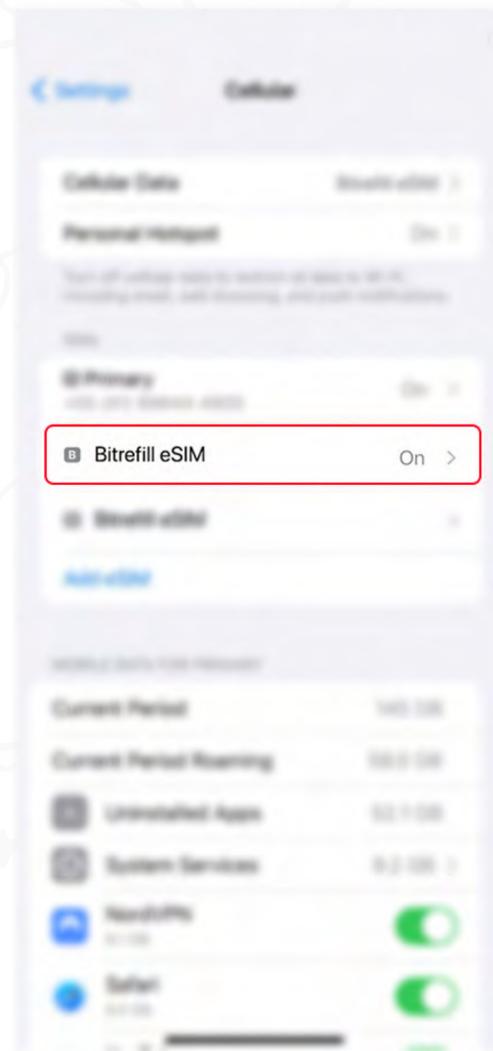
In both cases, you can leave the other fields besides APN blank.



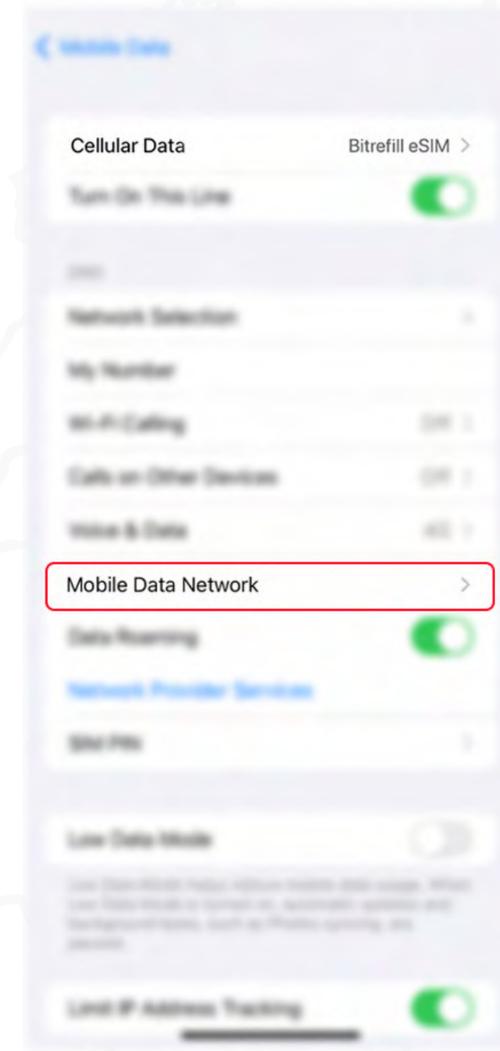
## iOS Devices



1. Open the **Settings** app, tap **Cellular** or **Mobile data**.



2. Under **Cellular** or **Mobile** data plans select your eSIM.

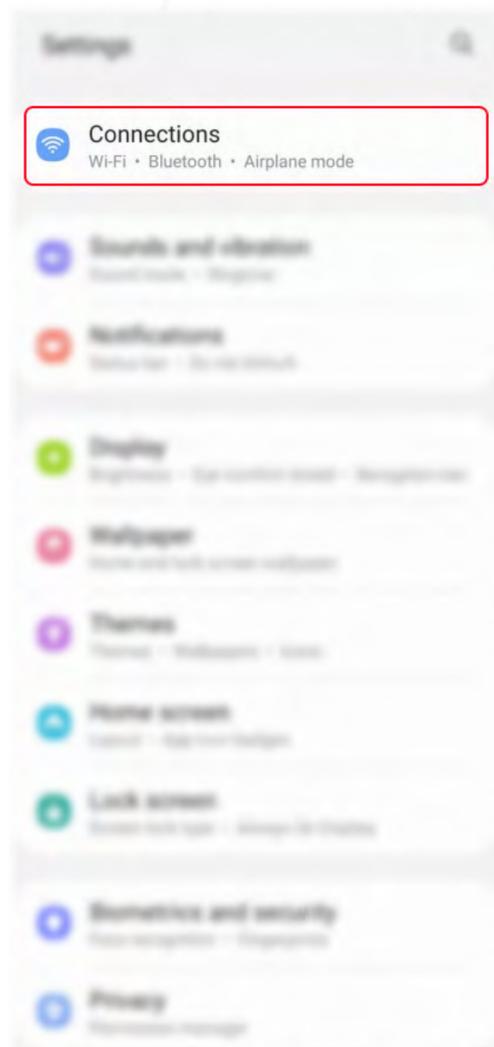


3. Select **Mobile/Cellular data network** and in the **Mobile/Cellular data APN** field type:

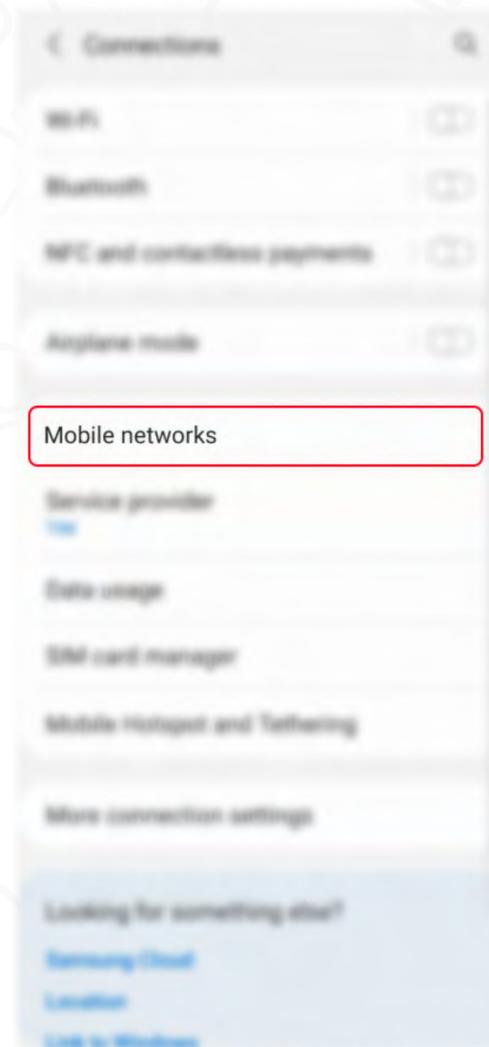
**drei.at**



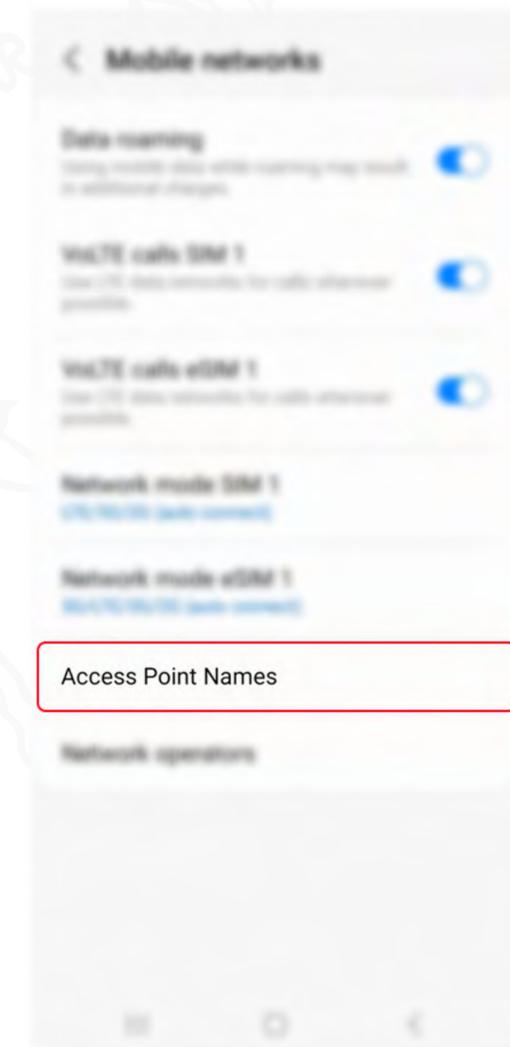
## Android Devices



1. Open the **Settings** app, tap **Connections** or **Network & Internet**.



2. Tap **Mobile Networks**.



3. Select the **Access Point Names** option, and type the new APN settings: [drei.at](https://www.drei.at)

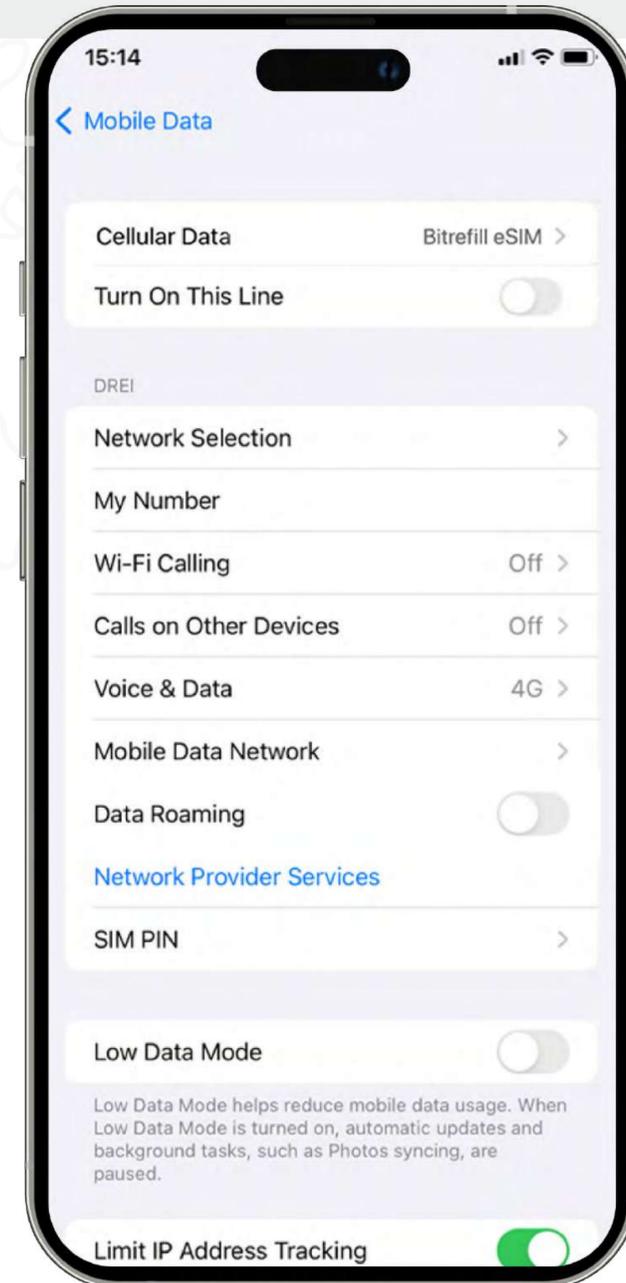
## 4. How to remove your eSIM

**i** **Disable your eSIM**  
Remember you can also temporarily disable an eSIM if you intend to use it again.

Only **remove** your eSIM if:

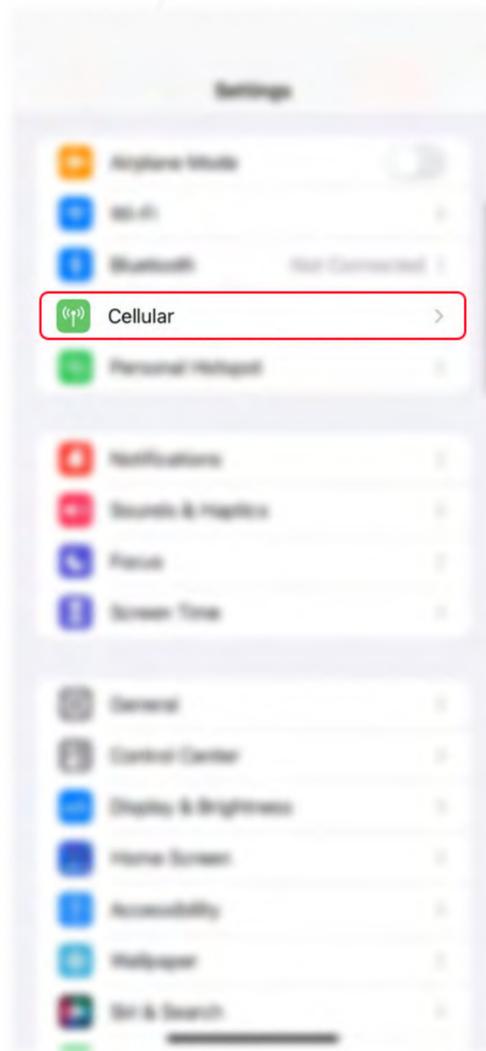
- You **do not intend** to use it again.
- There is **no data left on the eSIM** or there is **no active data/plan package**.
- You buy a **new eSIM for the same region**.

If you are sure and would like to remove an eSIM that is no longer required, please follow the next steps.

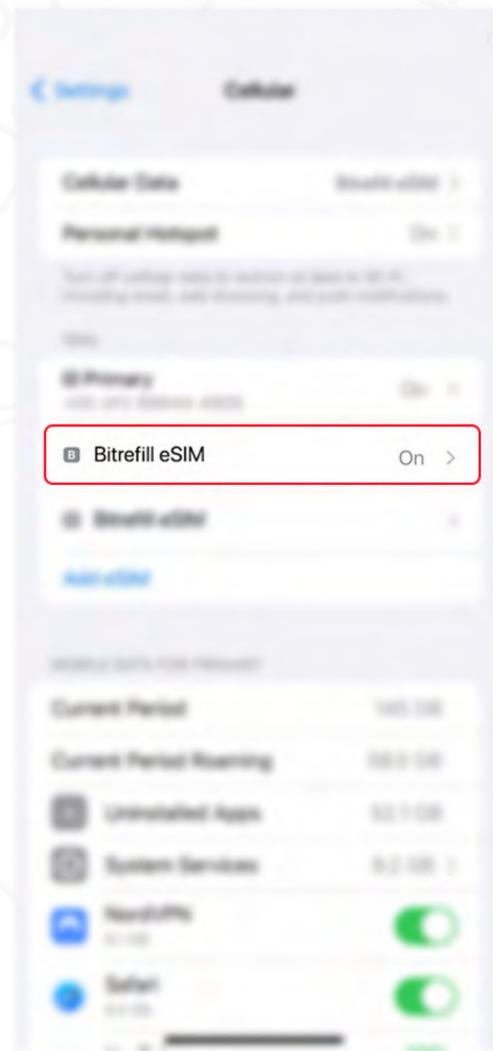


## < 4. How to remove your eSIM

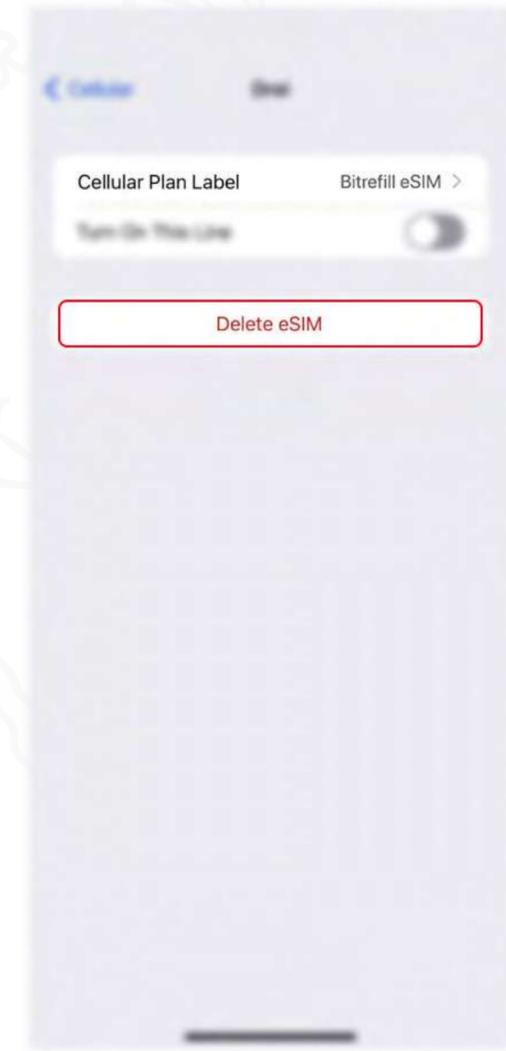
### iOS Devices



1. Open the **Settings** app, tap **Cellular** or **Mobile data**.

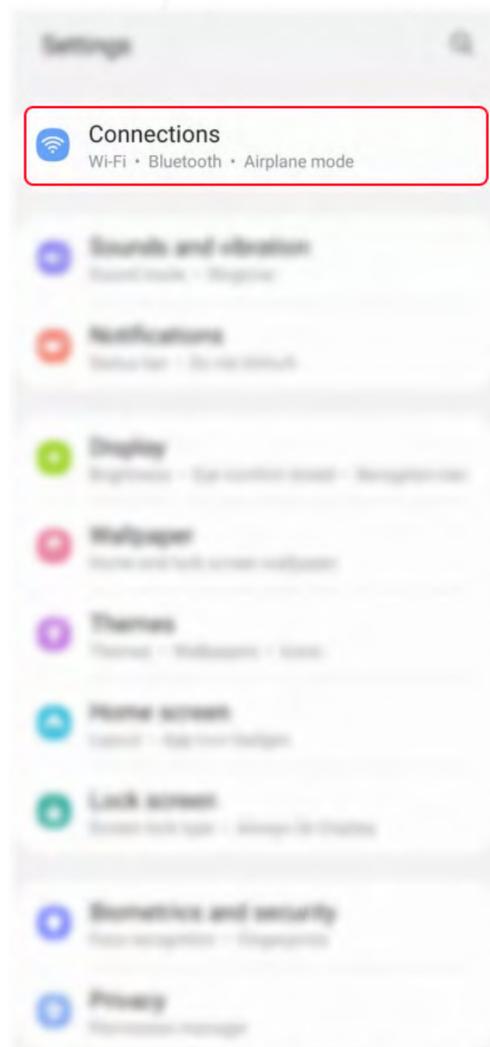


2. Under **Cellular** or **Mobile** data plans select your eSIM.

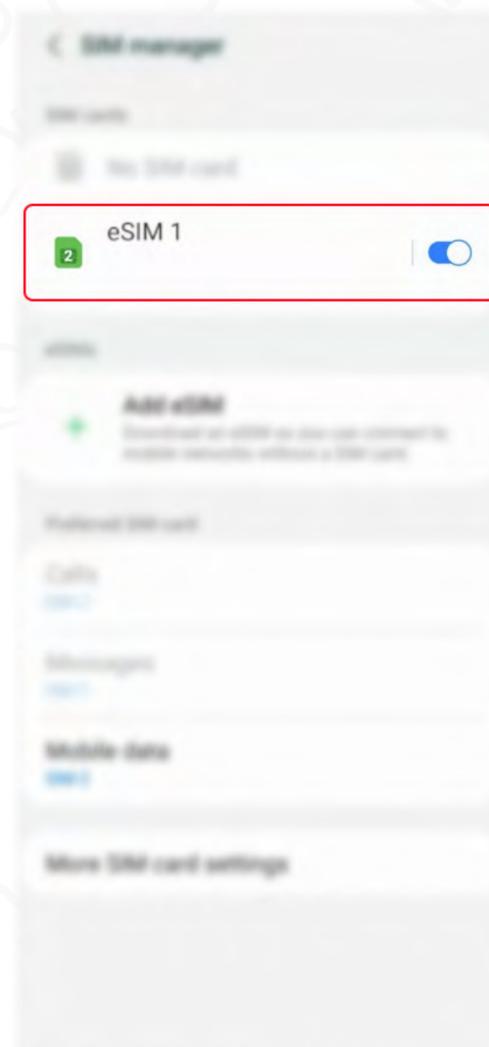


3. Tap **Delete eSIM**, **Remove eSIM** or **Delete Mobile Plan** depending on your device.

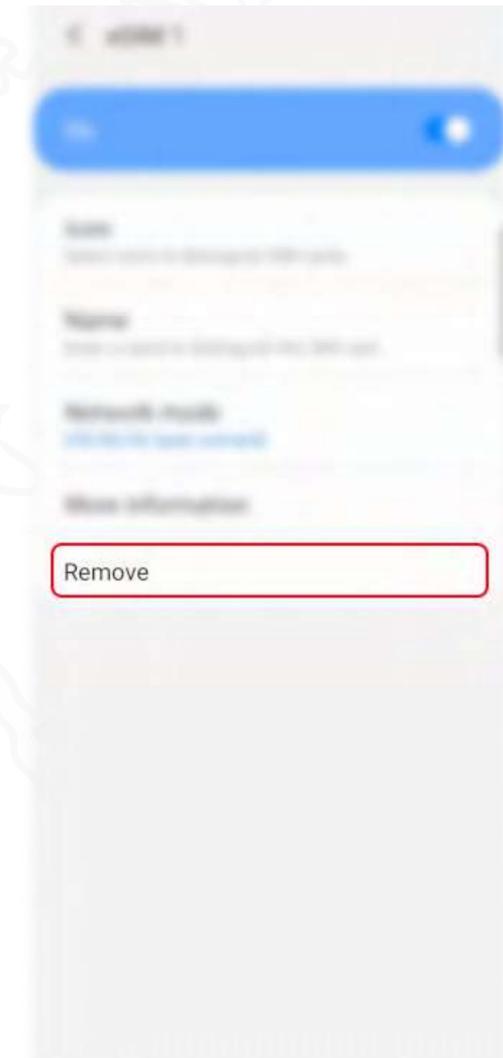
## Android Devices



1. Open the **Settings** app, tap **Connections** or **Network & Internet**.



2. Select the **eSIM plan** you want to erase.



3. Tap **Remove** or similar, depending on your device.



### What is the “Cellular Plans from this Carrier Cannot be Added” error?

This means **your device is network-locked**. You need a network-unlocked device to download and support eSIMs. If you get this error, you’ll need to use the eSIM on another device or contact support to ask for a full refund.



### What is the “Unable to complete Cellular Plan Change” error?

This error could be due to:

1. **Having more eSIMs than your device can support.** Please remove eSIMs that have expired or no longer have data.
2. Trying to **reinstall an eSIM** that has already been installed. **eSIMs can only be installed once.**
3. **Poor internet connection** during the installation. Please check your internet connection.
4. **Mobile data is turned off.** Please turn on your “Mobile Data” under Settings.



### What is the “This code is no longer valid” error?

This error appears either **when the QR code is not properly scanned** or if the **eSIM has already been installed**. Sometimes due to poor connection, QR codes are partially scanned. Try rescanning after you have good network connectivity.

Please note that most eSIMs can only be installed once, so if you are attempting to reinstall a removed eSIM, that will not work.



### What is the “PDP Authentication Failure” error?

This error can be caused due to issues with your eSIM validity or settings. Please check if:

1. You have **valid data remaining** on your eSIM.
2. Your **APN is set up according to the installation process**.
3. You are **connected to a network supported by the eSIM**.

If the error persists, please reset your network settings and restart your device.

# We're here to help!

If you have any other questions, please reach out to our Support team or check our FAQs.

