

# ESIM GUIDE

bitrefill.com #goborderless



# Content

### 1. Getting Started

### 2. Installation

### **3. Activation**

### 4. How to delete your eSIM

### 5. Help







# 1. Getting Started

# e

### 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.



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### 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.





### 1. Getting Started $\boldsymbol{\langle}$

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### 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.

**Bitrefill eSIM Guide** 



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

### **iOS** Devices

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C Ballary	
Minary & Security	



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

**Bitrefill eSIM Guide** 



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

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2. Tap About.

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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.

Blogenerative MPC and contactlasss payments **Anglane** mode Mobile retraction Service provide Data unage SIM manager Mobile Hotopot and Tethering More convection arttings Looking for something alse? Samura Deal -IN IL WORK

Connections

2. Tap SIM Manager.

**Bitrefill eSIM Guide** 

### Bitrefill

	SM 2
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+	Add eSIM Download an eSIM so you can connect to
	mobile networks without a SIM card.
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	mobile networks without a SIM card.

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**.

**Bitrefill eSIM Guide** 

# Bitrefill

### Network & internet

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Connect to mobile network

if you have a SMI card, insert it now

Download a SIM instead? € Add a number using eSIM

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







### 1. Getting Started / Is your phone compatible with 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.

# Bitrefill



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).





1. Getting Started  $\boldsymbol{\boldsymbol{\mathsf{S}}}$ 

# F

# 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.

**Bitrefill eSIM Guide** 

# Bitrefill

### (i) 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 of call your carrier to verify.





1. Getting Started / How to check if your phone is unlocked <

### **iOS** Devices

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

Bitrefill eSIM Guide

# Bitrefill

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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)

### Bitrefill

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

### <u></u>

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





### < 2. Installation / iOS Devices

### **QR Code Method**



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

2. Tap Add eSIM or Add Cellular plan.

Bitrefill eSIM Guide

# Bitrefill

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Use QR Code

3. Select Use QR Code.







# **QR Code Method**



Scan QR code Position the QR code from your carrier in the frame.

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4. Scan the **QR code**.

the local line

5. Tap **Continue** and wait.

Bitrefill eSIM Guide

# Bitrefill

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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**.





### **2. Installation** / iOS Devices

### **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.

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

# Bitrefill



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

Installation



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### **2. Installation** / iOS Devices <

### **Copy-paste Method**

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

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2. Tap Add eSIM or Add Cellular plan.

Bitrefill eSIM Guide

# Bitrefill





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

Installation



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### **2. Installation** / iOS Devices <

# **Copy-paste Method**

< me
Enter Activation Code Enter the activation information provided by your carrier.
SM-DP+ Address
Activation Code
Confirmation Code Optional
A confirmation code is required if it has been provided by your carrier.
a = + + t y = 1 + p
******
a z x c x b n m m
0 0

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

6. Label you

### Bitrefill eSIM Guide



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

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### **QR Code Method**

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

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More connection settings

**Bitrefill eSIM Guide** 



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

	•
+	Add eSIM Download an eSIM so you can connect to mobile networks without a SIM card.
-	
	e data

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

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



### **QR Code Method**









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

**Bitrefill eSIM Guide** 

Done.



### **Copy-paste Method**

<b></b>	Connections Wi-Fi • Bluetooth • Airplane mode	
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1. Open the **Settings** app, tap **Connections or Network & Internet**. 2. Tap SIMs, SIM Manager or other variation

depending on brand and model.

**Bitrefill eSIM Guide** 



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

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+ Add eSIM Download an eSIM so you can mobile networks without a SI	n connect to M card.

# 3. Select Add eSIM or Download a SIM

**Instead** option at the bottom.



### **Copy-paste Method**





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

**Bitrefill eSIM Guide** 

![](_page_19_Picture_7.jpeg)

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

### 5. Tap Enter activation code.

×

### Scan QR code from network

If your network provider gave you a OR code, acan it now by keeping the code serilered in the box

Need help?

# Google Pixel only: Select Need Help?

and then tap Enter it manually.

![](_page_19_Picture_18.jpeg)

![](_page_19_Picture_19.jpeg)

### **Copy-paste Method**

![](_page_20_Picture_2.jpeg)

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

# Bitrefill

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Add Data eSIM?	Normal B MAI M M
Add	+ Add within a second of the s
	Menningen mult
	Neludate data
	Done
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# 7. If prompted, tap **Add**. And then tap **Done**.

![](_page_20_Picture_9.jpeg)

![](_page_20_Picture_10.jpeg)

![](_page_21_Picture_1.jpeg)

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.

(i) 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.

### Bitrefill

![](_page_21_Picture_6.jpeg)

![](_page_21_Picture_9.jpeg)

![](_page_21_Picture_11.jpeg)

### **iOS** Devices

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California Data Personal Holigo Strongers Bitrefill eSIM Boutletini And I wanted Current Period Current Period Roaming preventatived Appen Spottern Services Support of the other data

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

2. Select your newly installed **Bitrefill** 

**Bitrefill eSIM Guide** 

# Bitrefill

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

Cellular Data	Bitrefill eSIM >	Cellular Data	Bitrefill eS
Turn On This Line		Turn On This Line	
Network Selection		Network Selection	
My Number		My Number	
an in Calling		st-P-Calling	
Calls on Other Devices		Calls on Other Devices	
Volce & Data		Writes & Date	
stable Data Network		Wattile Data Network	
Data Roanting		Data Roaming	
		National Provider Services	
		She Pea	
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3. Toggle **Turn on this line** for your eSIM, and then turn on **Data Roaming.** The activation is done!

eSIM plan.

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![](_page_22_Picture_14.jpeg)

### **Android Devices**

<b></b>	Connections Wi-Fi • Bluetooth • Airplane mode
	Sounds and obration
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	Lack screen
	Burnattics and security

Connections Read Report of Party and Party MPC and contactlasss payments Anglane mulle Mobile retraction Service provider Date usage SIM manager Mobile Hotopot and Tethering More convection aettings Looking for something abar? Removes Cloud -Cital In Minute

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

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

**Bitrefill eSIM Guide** 

### Bitrefill

BM 2	
+ AMI +DM	+ AM + 10M
eferred SIM card	Preferred SIM card
	SIM 1
obile data	eSIM 1

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

![](_page_23_Picture_11.jpeg)

### **Android Devices**

![](_page_24_Picture_2.jpeg)

4. Tap **Change** to confirm.

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

**Bitrefill eSIM Guide** 

### Bitrefill

Tethering

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Data roaming Using mobile data while roaming may result in additional charges.

VISCTE calls SIM 1

Mobile networks

VisLTE calls eDM 1

Network mode SM 1

Network mude aDM 1

Access Point Names

Network spendors

Data roaming Using mobile data while roaming may result in additional charges.

Mobile networks

Visi.7E cafe el3M 1

Network mode SM 1

Network mode eDM 1

Access Port Names

Nation Reportions

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

![](_page_24_Picture_26.jpeg)

![](_page_24_Picture_27.jpeg)

![](_page_24_Picture_28.jpeg)

![](_page_24_Picture_29.jpeg)

![](_page_24_Picture_30.jpeg)

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### **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.

### Bitrefill

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Network Selection	
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1	
2	
3	
4	
	Network Selection

![](_page_25_Picture_8.jpeg)

![](_page_25_Picture_10.jpeg)

3. Activation / Manual network selection <

### **iOS** Devices

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	Anytone Made	
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((†))	Cellular	>
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	Boundo & Haptics	
	Parcel	
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	Accessibility	
	Halpaper	
	Seria Search	

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.

She may

# Bitrefill

![](_page_26_Picture_7.jpeg)

Carlosian Data	
San On This Line	
Network Selection	>
My Number	
an-in-Calling	
Calls on Other Devices	
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stuble Data Network	
Data Roaming	
Line Data Mole	
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3. Tap Network Selection.

![](_page_26_Picture_11.jpeg)

![](_page_26_Picture_12.jpeg)

**3. Activation** / Manual network selection

### **iOS** Devices

	Names & Balantine	
Automatic		

4. Disable the **Automatic** option.

# Bitrefill

Automatic	
Network 1	~
Network 2	
Network 3	
Network 4	
	Network 1 Network 2 Network 3 Network 4

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

![](_page_27_Picture_9.jpeg)

![](_page_27_Picture_10.jpeg)

### **3. Activation** / Manual network selection <

### **Android Devices**

<b></b>	Connections Wi-Fi • Bluetooth • Airplane mode	
	Sounds and obration	
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	Lack screet	
	Burnattics and security	

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

C. Corrections Bluettoutt MPC and contactliess payments Anglane mode Mobile networks Service provider -Data usings SMI card manager Mobile Hotopot and Tethering More connection settings Looking for something ator? Rennang (Insel -Link is Window

2. Tap Mobile Networks.

**Bitrefill eSIM Guide** 

![](_page_28_Picture_8.jpeg)

### Section / Manual network selection

### **Android Devices**

![](_page_29_Picture_2.jpeg)

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

Bitrefill eSIM Guide

![](_page_29_Picture_5.jpeg)

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

Activation

![](_page_29_Picture_8.jpeg)

![](_page_29_Picture_9.jpeg)

### ((၇))

### Set up your APN

Most of our eSIMs have an automatic APN (Access Point Name). So manual programming is not necessal 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.

**Bitrefill eSIM Guide** 

### Bitrefill

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<	Cellular Data	_
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Userna	ame	
Passw	ord	
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APN		
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MMS		
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![](_page_30_Picture_11.jpeg)

![](_page_30_Picture_13.jpeg)

**3. Activation** / Set up your APN

### **iOS** Devices

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	Halpaper	
	Brik Search	

![](_page_31_Figure_3.jpeg)

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

2. Under Cellular or Mobile data plans

select your eSIM.

# Bitrefill

![](_page_31_Picture_9.jpeg)

3. Select Mobile/Cellular data network and in the Mobile/Cellular data APN field type: <u>drei.at</u>

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![](_page_31_Picture_13.jpeg)

### **3. Activation** / Set up your APN <

### **Android Devices**

<b></b>	<b>Connections</b> Wi-Fi • Bluetooth • Airplane mode	
	Sounds and obration	
	Platter screen	
	Lock screen	
	Burnettics and security	

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

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NPC and contactlasss payments

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### Mobile networks

Service provider

Date usings

**SMI** card manager

More connection settings

Looking for something alse? Removes Cloud -

ing to Window

2. Tap Mobile Networks.

**Bitrefill eSIM Guide** 

### Bitrefill

![](_page_32_Picture_21.jpeg)

3. Select the Access Point Names option, and type the new APN settings: drei.at

Mobile Hotopot and Tethering

![](_page_32_Picture_27.jpeg)

![](_page_32_Picture_28.jpeg)

# 4. How to remove your eSIM

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.

### Bitrefill

### (i) Disable your eSIM

Remember you can also temporarily disable an eSIM if you intend to use it again.

Cellular Data	Bitrefill eSIM >
Turn On This Line	0
DREI	
Network Selection	>
My Number	
Wi-Fi Calling	Off >
Calls on Other Devices	Off >
Voice & Data	4G >
Mobile Data Network	>
Data Roaming	
Network Provider Services	
SIM PIN	>
Low Data Mode	0

![](_page_33_Picture_14.jpeg)

![](_page_33_Picture_16.jpeg)

4. How to remove your eSIM <

### **iOS** Devices

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

### 2. Under **Cellular** or **Mobile** data plans

select your eSIM.

# Bitrefill

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Cellular Plan Label	Bitrefill eSIM >
Delete es	SIM

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

device.

![](_page_34_Picture_15.jpeg)

35

![](_page_35_Picture_0.jpeg)

### **Android Devices**

<b></b>	Connections Wi-Fi • Bluetooth • Airplane mode	
	Sounds and obration	
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	Lack screen	
	Burnettics and security	

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

Bitrefill eSIM Guide

### Bitrefill

**SM** manage

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eSIM 1 

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Mobile date

More SMI card settings

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Remove

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

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

How to remove your eSIM

![](_page_35_Picture_22.jpeg)

![](_page_35_Picture_23.jpeg)

# 5. Help

# $\bigcirc$

### 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.

### Bitrefill

### (?)

### 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.

![](_page_36_Picture_14.jpeg)

![](_page_36_Picture_16.jpeg)

# 5. Help

 $\bigcirc$ 

### 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.

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

### Bitrefill

### (?)

### 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.

![](_page_37_Picture_14.jpeg)

![](_page_37_Picture_16.jpeg)

![](_page_38_Picture_0.jpeg)

# We're here to help!

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

![](_page_38_Picture_3.jpeg)

### REFILL YOUR DREAMS

![](_page_38_Picture_5.jpeg)