



USERS' INSTRUCTIONS

- For IOS Users
- For Android Users

Install your Data Plan with eSIM

Your current cellular plan uses your nano-SIM, and here we guide you how to add your Vietnam eSIM cellular plan and use it when you are in Vietnam.

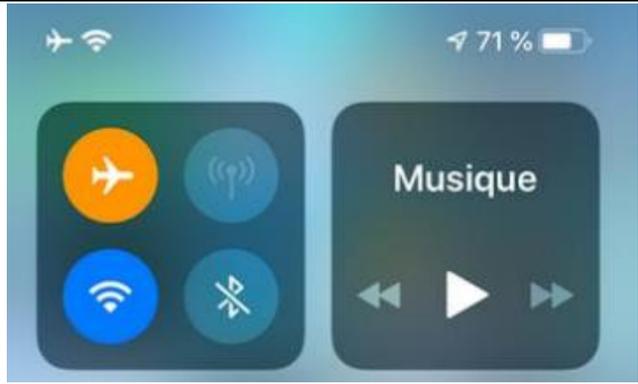
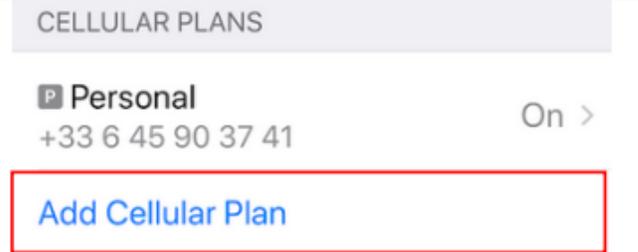
Your eSIM will be stored digitally on your device.

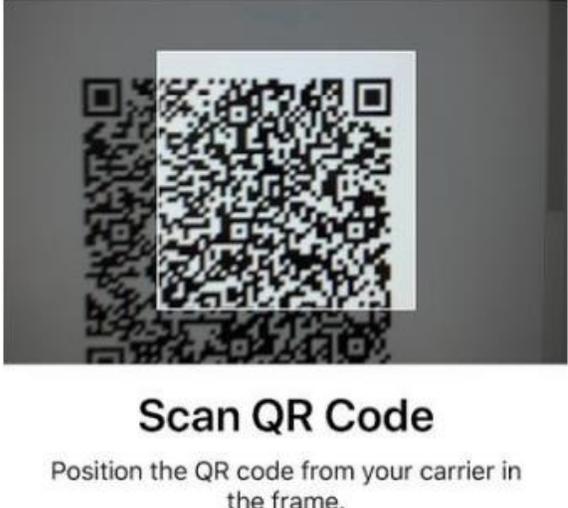
To add it, you must scan the QR code provided by Vietnam-visa.



To use your eSIM for Vietnam, please follow the steps below carefully:

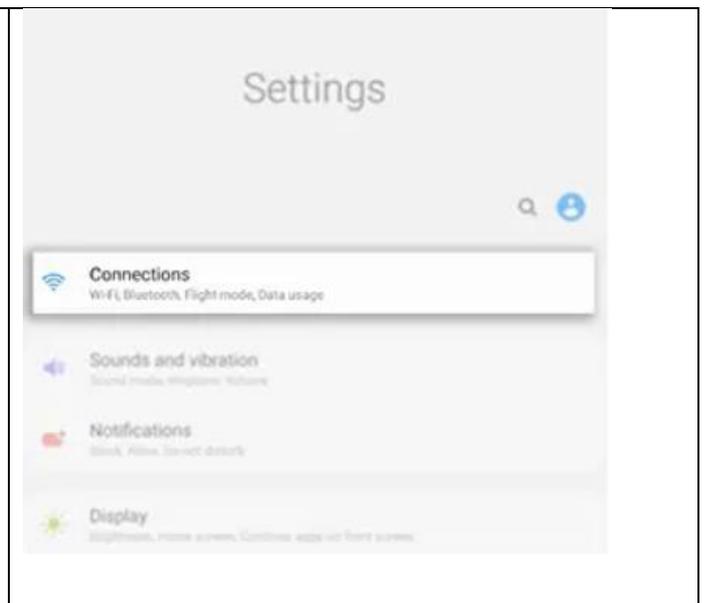
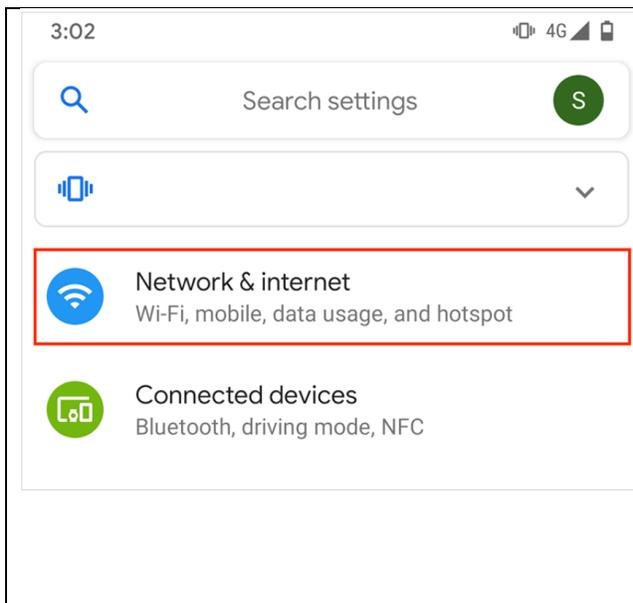
For iPhones

1. Install before your departure for Vietnam	
1.1. Enable Wifi connection so you can download your eSIM	
1.2. Go to Settings  > Cellular Data.	
1.3. Tap Add a cellular plan.	

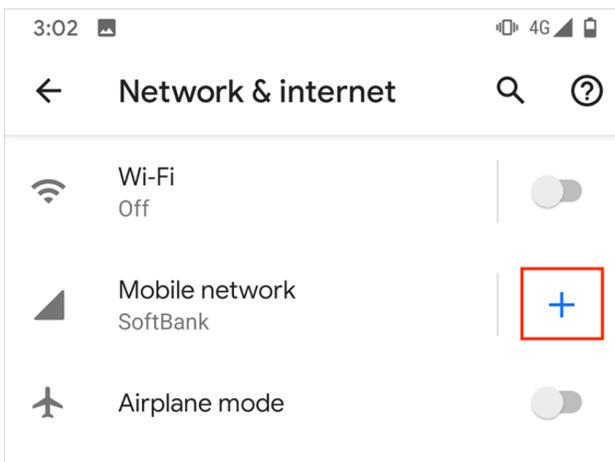
<p>1.4. Scan the QR code provided by Vietnam-visa.</p>	
<p>1.5. Add the data plan to your phone</p>	
<p>1.6. Label your eSIM, and turn your eSIM off. This manipulation allows you to add your eSIM without activating it. (its validity will not be affected)</p>	
<p>2. Activate your eSIM *** only on arrival in Vietnam ***</p> <p>2.1 Go to your Vietnam eSIM, and enable Turn On This Line.</p> <p>2.1 Turn on Data Roaming of your eSIM</p> <p>2.3 Make a call to *101# from your eSIM number</p> <p>2.3 Go to Settings >> Cellular Data >> Select your Vietnam eSIM. <i>Remember to turn the Allow Cellular Data Switching to avoid roaming charge from your primary number.</i></p> <p>2.4 Turn the Airplane Mode ON and then OFF, and enable the Mobile data to enjoy the internet in Vietnam.</p>	

For Android

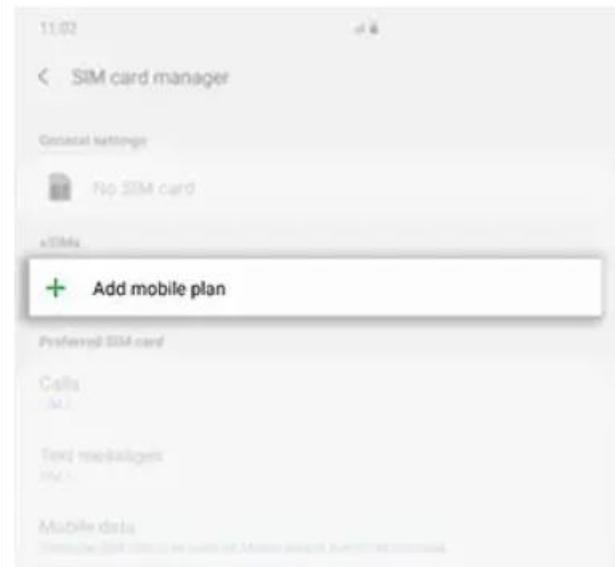
<p>Google Pixel</p>	<p>Samsung</p>
<p>1. Install before your departure for Vietnam</p>	<p>1. Install before your departure for Vietnam</p>
<p>1.1 Go to Settings >> Network & internet</p>	<p>1.1 Go to Settings >> Connections</p>



1.2. Tap + next to **Mobile Network**



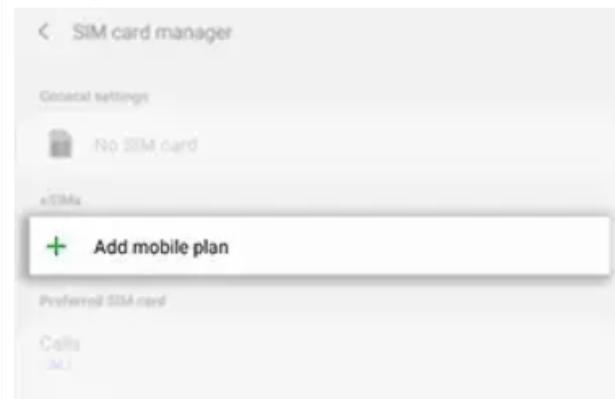
1.2 Select **SIM card manager**

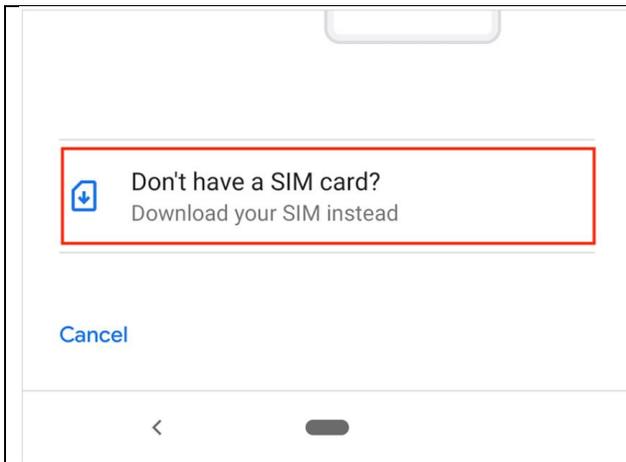


1.3. Tap **Don't have a SIM Card?** in case your phone has no other SIM card or **Download a SIM instead?** In case one SIM card is available on your phone.

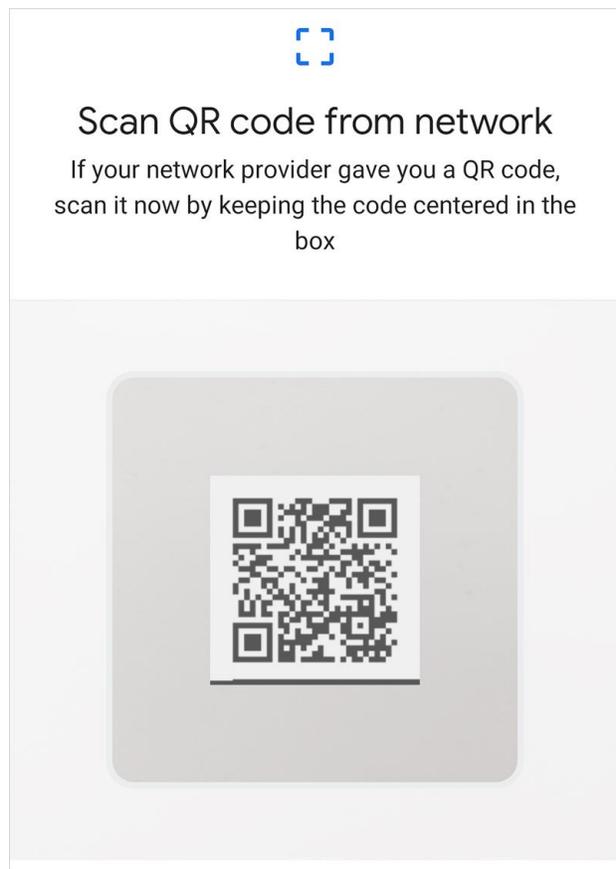
You might be asked to use dual SIM for the next step but tap "No" and stick to 1 SIM. You can activate 2 SIM later in Settings if you want to.

1.3 Tap **Add Mobile Plans on eSIMs** block





1.4 Scan the QR code we provide

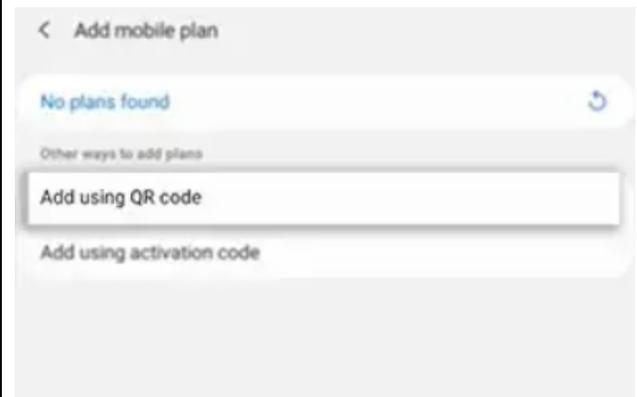


1.5 Tap Continue to add this data plan to your phone.



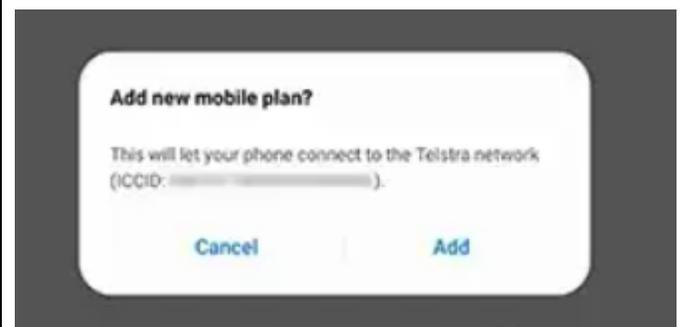
1.4 Press **Add plan using QR code** and scan the QR code we provide

Some phones ask you to provide the activation code, please find it in the email we sent you with the QR code.



1.5 Add it to your phone

Your phone will find it, agree to add it to the download.



1.6 Turn off your eSIM	1.6 Turn off your eSIM
2. Activate your eSIM for Vietnam 2.1 Go to Settings > Network & internet → your eSIM and turn it on 2.2 Make a phone call to *101# from your eSIM number to activate it. 2.3 Turn on Data roaming of your eSIM 2.4 Turn the Airplane Mode ON and then OFF, and enable the Mobile data to enjoy the internet in Vietnam.	2. Activate your eSIM for Vietnam 2.1 Go to Settings >> Connections >> SIM card manager >> your eSIM and turn it on 2.2 Make a phone call to *101# from your eSIM number to activate it. 2.3 Turn on Data roaming of your eSIM 2.4 Turn the Airplane Mode ON and then OFF, and enable the Mobile data to enjoy the internet in Vietnam.

Please be informed that the steps above may slightly differ depending on the smartphone model & carrier. If you encounter any issues or have questions on how to install and activate the eSIM, please contact our customer support.

What if you cannot connect internet by the eSIM?

In case you cannot connect to the internet after completing all steps above, please configure your APN as follows:

- **For iOS devices:** Go to Settings > General> Network > Cellular Data Network, and then enter APN as m9-itelecom.
- **For Android 4 devices:** Go to Menu > Settings >Wireless controls > Mobile networks > Access Point Name > Menu > New APN > Name as iTel > APN as m9-itelecom > Menu > Save > Press the circle button next to m9-itelecom to connect to the internet > Home
- **For Android 2.3 devices:** Go to Settings > Wireless & Network > Mobile Network settings > Access Point Names > Name as iTel > APN as m9-itelecom
- **For Window phone:** Go to Cellular > Data connection > on - > Menu > Network Setup > Press ... on the right corner and select Add APN > Enter m9-itelecom on APN field > Check on Make this my current APN box to activate your settings.

How to check your Data Usage?

Please text TRA CUU D20 (if you are using a Vietnam Tourist eSim 4GB) or TRA CUU D50 (if you are using a Vietnam Tourist eSim 12GB) from your eSIM number to 8968 to know your data usage.