

FAQ

Frequently Asked Questions by eSIM Users

Q: Can I use a physical SIM and eSIM together?

A: Yes, on dual SIM devices, you can use both a physical SIM and an eSIM simultaneously. You can configure which SIM to use for cellular data and set the default voice line in your device settings.

Q: Should I switch on “Data Roaming” when using eSIM?

A: Yes, enable data roaming for your eSIM to ensure connectivity. Make sure to turn off roaming for your home SIM to avoid high charges. Go to **Settings > Cellular > Data Roaming** to manage these settings.

Q: Can I use more than one eSIM provider when traveling abroad?

A: Yes, most devices can store multiple eSIM profiles. For example:

- iPhones: Store up to 10 eSIM profiles.
- Androids: Store 5-7 eSIM profiles (varies by model).

However, only one eSIM can be active at a time. To avoid confusion, label your eSIM profiles clearly.

Q: Can multiple phones scan the same QR code?

A: No, each QR code is unique and can only be scanned once. It is tied to the specific device that scanned it.

Q: How to use hotspots with eSIM?

A: On most devices, hotspots are supported by default. Specific cases include:

- **iOS Devices:** APNs are preconfigured except for Japan, where you need to manually set the APN to "vmobile.jp."
- **Android Devices:** For hotspot issues, contact customer service for assistance.

For further questions or additional support, reach out to your service provider's customer support team.

