

E-Sim Data Plans

ResellPortal.com offers flexible and reliable eSIM data plans that provide seamless connectivity across **150+ countries**. Whether you need high-speed data for a short trip or an extended period, our plans are tailored to meet your needs.

Features of eSIM Data Plans:

- Custom Validity
- High-Speed Data
- Unlimited Daily Data
- Hotspot Sharing
- 30-Day Pre-Install Validity
- No Top-Up
- Multi-Country Coverage

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FAQ

Frequently Asked Questions by Your Clients

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. You can select which SIM to use for cellular data and set the default voice line.

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

A: Yes, turn on data roaming for your eSIM and turn off roaming for your home SIM to avoid high charges. Go to “Settings” > “Cellular” > “Data Roaming.”

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

A: Yes, iPhones can store up to 10 eSIMs, and Androids can store 5-7 eSIMs. Only one eSIM can be active at a time. Label your eSIMs to avoid confusion.

Q: Can multiple phones scan the same QR code?

A: No, each QR code can be scanned only once and is tied to a unique device ID.

Q: How to use hotspots with eSIM?

A: On iOS, APNs are preconfigured except for Japan, where you need to set the APN to "vmobile.jp." For Android issues, contact customer service for support.

Using Data Plans & Coverage

How to Use Day Pass Plans?

Day Pass plans provide a fixed amount of high-speed data daily and unlimited data at 2G speed after the high-speed allowance is used.

Example:

- A **Europe (30+ areas) 500MB/Day plan** for 5 days provides:
 - **500 MB/day** of high-speed data (4G/LTE/5G)
 - **2G speed** (255 Kbps - 512 Kbps) after exceeding 500MB
 - Data resets every 24 hours, and this continues for 5 days.

Key Features:

- **Hotspot Sharing:** Supported
- **Unlimited Daily Data:** Fair Usage Policy (FUP) applies
- **Custom Validity:** 1 to 365 days
- **Speeds:** Up to 5G
- **Pre-Install Validity:** 30 days
- **No Top-Up Available**

Daily Plan Pricing:

- Total price: **[Number of Days] * [Plan Cost]**
- Days are counted from the first connection and reset at midnight based on a fixed time zone.

APN Settings

APN settings are configured automatically for most devices. Special exceptions apply to **Japan** for iOS devices.

For iOS (Japan):

1. Go to **Settings > Mobile Data > Mobile Data Network**.
2. Set **APN** to `vmobile.jp`.
3. Turn on roaming for eSIM.

For Android:

- APN may need to be configured manually in some cases.

APN in API:

- APN, PIN, and PUK details are available in the API.

Hotspot Sharing:

- Supported by default.

Troubleshooting Common eSIM Issues

I Can't Connect to the Internet:

1. Go to **Settings > Cellular > Cellular Data**.
2. Select the newly purchased eSIM.
3. Ensure **Data Roaming** is ON.
4. Look for network bars:
 - **Bars**: Connected to a tower.
 - **No Signal**: Restart the device to refresh the connection.
5. Manually select the network if necessary.

Tips:

- First-time connection may take up to an hour.
- Turn off VPN settings.
- Toggle eSIM ON/OFF.

I Can't Install My eSIM:

1. Ensure your device is **unlocked**.
2. Verify eSIM compatibility.
3. Ensure a strong internet connection.
4. Confirm the QR code hasn't been used by another device.

Can Users Reinstall a Deleted eSIM?

- eSIMs **CAN** be reinstalled from the same QR code used during the initial installation.
- Users can scan the same QR code to re-add the eSIM profile.
- **Note**: QR codes cannot be shared or reused on another device.

Why Can't I Access the Internet Even with Data Left?

- Data usage updates may not be real-time. Check consumption:
 - **Settings > Cellular > Data Consumption**.

What if I Deleted My eSIM Accidentally?

- Attempt to reinstall using the original QR code.
- If reinstallation fails, a new eSIM purchase is required.

Can I Transfer My eSIM to Another Device?

- **Activated eSIM:** Not transferable.
- **Non-Activated eSIM:** Transferable to a new device.

5G Availability

Checking 5G Availability:

- Log in to your **ResellPortal.com** account.
- Use the **RAT** column to check the available network status (3G/4G/5G) for each plan and country.

Supported Countries for 5G:

The following countries currently support 5G (subject to change). Always check the latest updates in the portal or API responses.

Country/Region	Network Status
Aaland Islands	4G/5G
Argentina	4G/5G
Asia (20 areas)	4G/5G
Asia-Pacific 6GB 8Days	4G/5G
Australia	4G/5G
Austria	4G/5G
Bahrain	4G/5G
Belgium	4G/5G
China	4G/5G
Croatia	4G/5G
Czech Republic	4G/5G
Denmark	4G/5G
Estonia	4G/5G
Europe 40+ Countries	4G/5G
France	4G/5G
Germany	4G/5G

Greece	4G/5G
Hong Kong	4G/5G
India	4G/5G
Italy	4G/5G
Japan	4G/5G
New Zealand	4G/5G
Philippines	4G/5G
Singapore	4G/5G
Spain	4G/5G
United Kingdom	4G/5G
United States	4G/5G
South Africa	4G/5G
Tunisia	4G/5G
Brazil	4G/5G
Qatar	4G/5G
Uzbekistan	4G/5G

Refer to the portal/API for the most up-to-date list.

Checking Data Usage

End-User Check:

1. Access the **Short URL** provided.
2. Click on **Check Usage** for real-time stats.

Support Channel

For unresolved eSIM issues:

- **Primary Support:** Visit contact@resellportal.com
 - Provide **ICCID** and relevant screenshots for quick troubleshooting.
- **Unused eSIM:** Cancel the order for a refund.
- **Used eSIM:** Contact support for refund assistance.

E-sim Support Devices

Before purchasing or activating an eSIM plan, customers must ensure that their devices are eSIM-compatible. This guide provides resources, tools, and steps to check eSIM compatibility across devices.

1. eSIM Device Support Resources

Customers can use the following references to confirm eSIM support:

- **eSIM Device Support List Google Doc:** A comprehensive list of eSIM-compatible devices.
- **GSMA eSIM Devices List:** An industry-recognized source for checking eSIM-supported devices.

These lists can be displayed on your website or app for customer reference.

2. In-App eSIM Detection

For a seamless user experience, integrate our Android SDK to detect eSIM capabilities within your mobile app.

- Learn more about SDK integration on the ResellPortal website or developer documentation.

3. How to Check eSIM Compatibility

On **Android** Devices:

The steps to check eSIM compatibility on Android devices may vary slightly by model but follow a similar process:

1. Go to **Settings**.
2. Select **Network & Internet**.
3. Locate the **SIM Card** or **Mobile Network** settings.
4. Check if there is an option to **Add a New SIM**.
 - If the option exists, your device is likely eSIM-compatible.
5. Confirm eSIM support by reviewing the device's specifications in the manual or manufacturer's website.

On **iPhone** Devices:

Most newer iPhone models starting from the iPhone XR support eSIMs. To confirm:

1. Open **Settings**.
2. Select **General**.
3. Tap **About**.
4. Scroll down to locate the **EID** (Embedded Identification Number).
 - If you see a 32-digit EID number, your iPhone is eSIM-compatible.
5. Additionally, check Apple's official specifications for your device model.

By ensuring device compatibility and offering clear resources for verification, ResellPortal provides a seamless onboarding experience for eSIM customers. For additional support or technical assistance, contact our support team.