

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.

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