

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.

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