

# 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](mailto: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.

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