A guide on

How to Set Up Your Travel Data eSIM

A Zero 2Go Travel Data eSIM is a digital SIM that enables you to activate a price plan for data roaming without the need for a physical SIM card. You may use an eSIM in addition to your normal SIM card.

To use an eSIM, please purchase and activate an eSIM price plan first.

Android Phone

1. Open the Settings menu

- Swipe down from the top of the screen to open the *Quick Settings* menu
- Tap on the *Settings* gear icon to open the *Settings* menu

Step 1

Note: For other Android versions, you may find *Settings* in the *All Apps* screen.
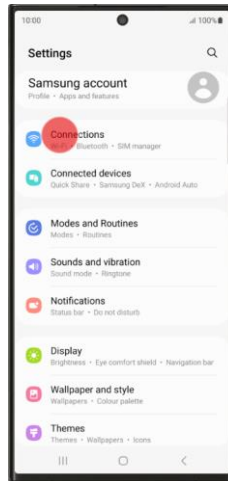
To access the *All Apps* screen, swipe up or tap on the *All Apps* button on your *Home* screen. Once you are on the *All Apps* screen, scroll to get to the *Settings* app and tap on it to open the *Settings* menu.

2. Select Connections from the Settings menu

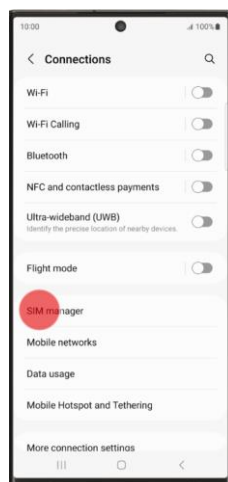- On the *Settings* menu, select *Connections*

Step 2

Note: On some Android devices, this tab may be labelled "*Network & Internet*".

3. Select SIM Manager from the Connections Menu

- On the *Connections* menu, scroll down and select *SIM manager*
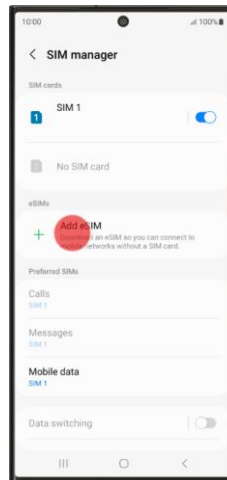
Step 3

4. Select Add eSIM from the SIM Manager menu

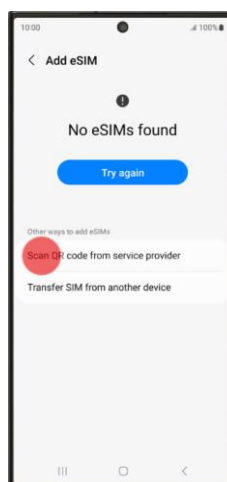- On the *SIM manager* menu, select *Add eSIM*

Step 4

5. Select Scan QR Code from the Add eSIM menu

- On the *Add eSIM* menu, select *Scan QR code from service provider*

Step 5

6. Scan the QR Code from the Service Provider

- When prompted, scan the QR code provided by BICS
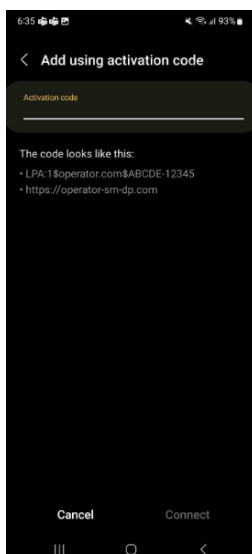
Step 6

- Once the set up is completed, the phone should display the mobile signal and carrier name, and you may start using the data roaming service
- If you are still unable to access the Internet, please restart your mobile phone

7. If QR Code Scanning Fails

- If the scanning of the QR code does not work, please manually enter the activation code

Step 7

1. Open the Settings menu

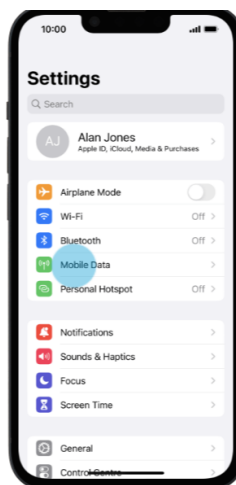- Tap *Settings* on the *Home* screen (or in the *App Library*)

Step 1

2. Select Mobile Data from the Settings menu

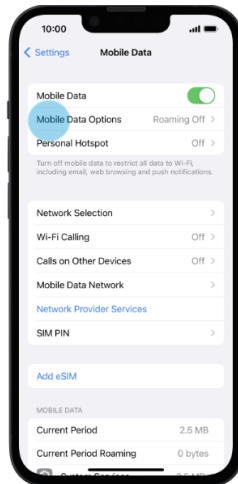- On the *Settings* menu, select *Mobile Data*

Step 2

3. Select Mobile Data Options from the Mobile Data Menu

- On the *Mobile Data* menu, select *Add eSIM*

Step 3

4. Scan the QR Code from the Service Provider

- Under *Set Up Mobile Service*, tap on *Use QR Code*
- When prompted, scan the QR code provided by BICS

Step 4
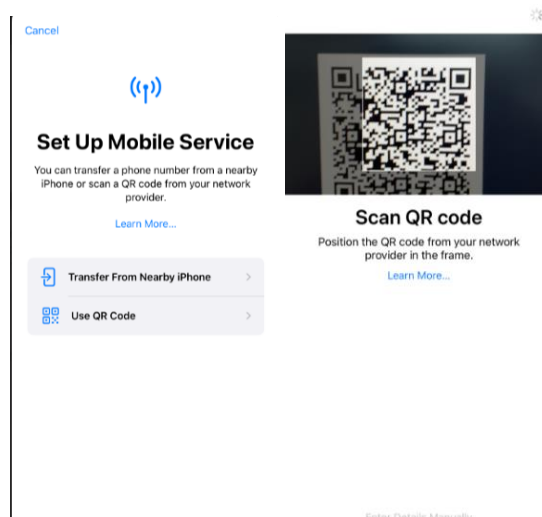
5. Activate the eSIM

- Upon the successful scanning of a valid QR code, an *Activate eSIM* page will pop up
- Tap the *Continue* button to activate and install the eSIM
- The activation process may take a few minutes
- Once completed, you will see the message "Mobile Plan Setup Complete". Your eSIM is now active on your iPhone

Step 5

Step 6

Cancel

Set Up Mobile Service

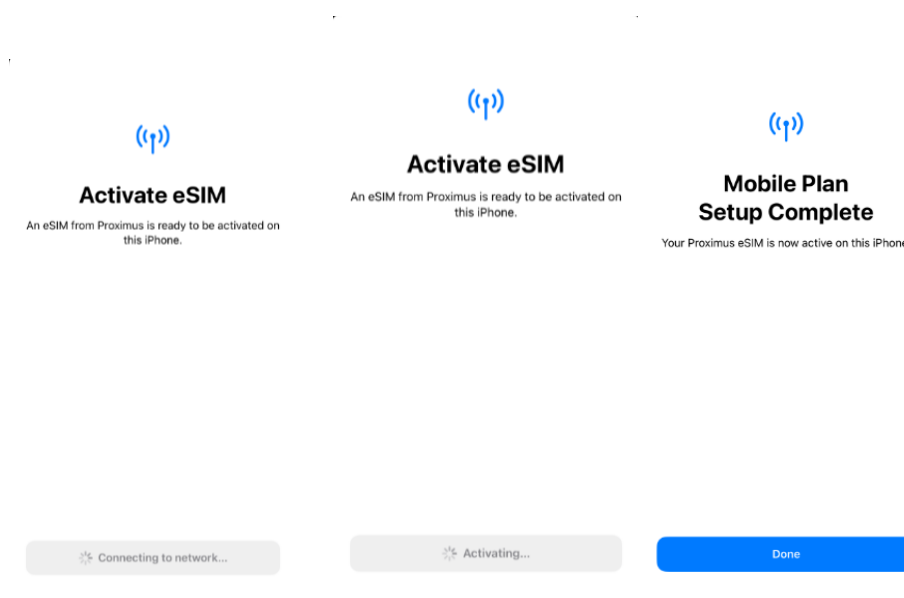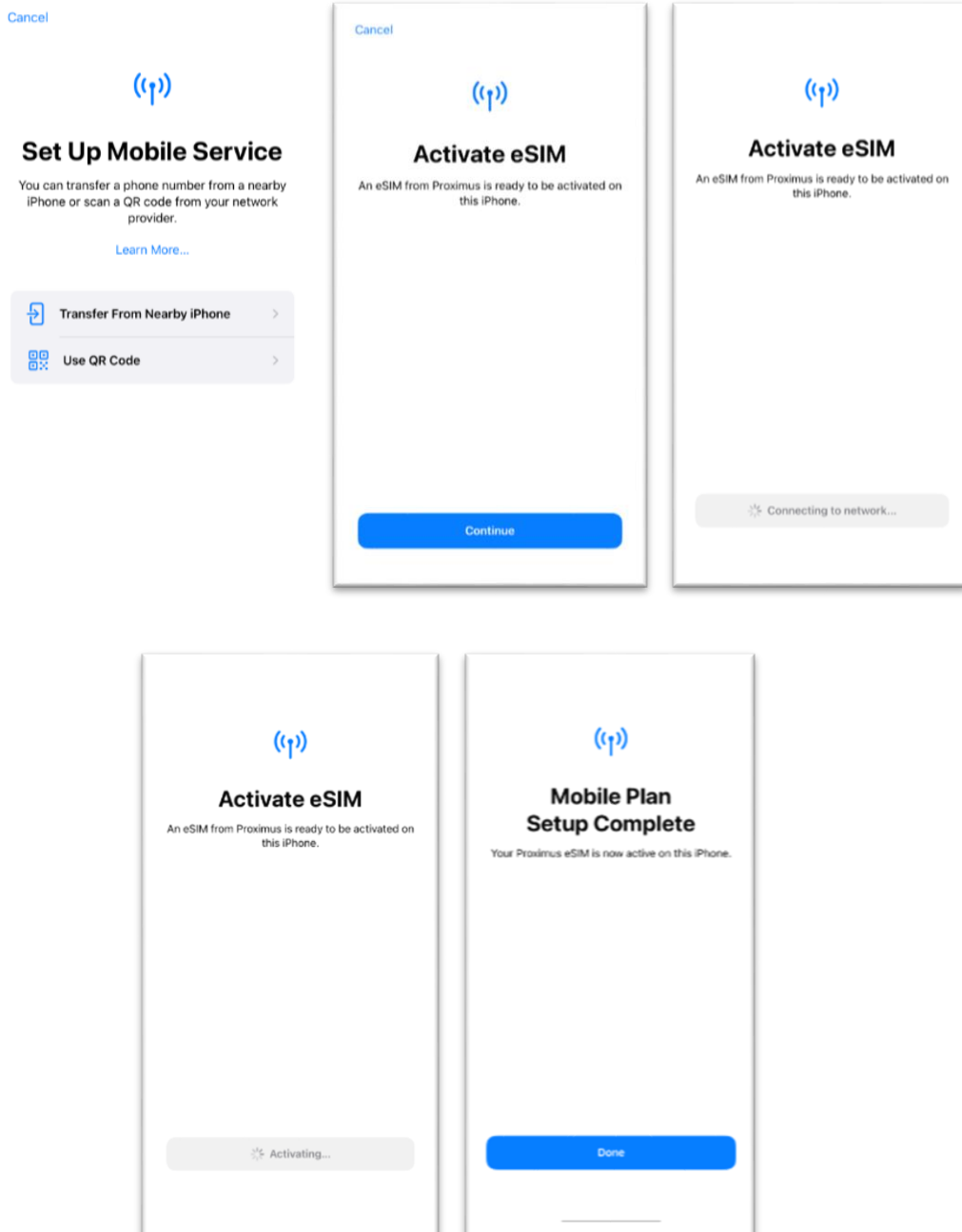You can transfer a phone number from a nearby iPhone or scan a QR code from your network provider.

Learn More...

Transfer From Nearby iPhone

Use QR Code

Cancel

Activate eSIM

An eSIM from Proximus is ready to be activated on this iPhone.

Continue

Activate eSIM

An eSIM from Proximus is ready to be activated on this iPhone.

Connecting to network...

Activate eSIM

An eSIM from Proximus is ready to be activated on this iPhone.

Activating...

**Mobile Plan
Setup Complete**

Your Proximus eSIM is now active on this iPhone.

Done

Troubleshoot guide

- **Note**: If the APN is not auto-populated, please enter the following APN setting**: bicsapn,asia.bics,america.bics**

- My QR code isn't working. What should I do?

    o Every eSIM has a reference number that you can use to activate it
    o You should manually Enter Activation Code
- How do I enter the QR code manually? (Below is the instructions)

    o When prompted to scan the QR code,
    o Tap on the Enter details manually
    o Under Enter Activation Code
    o Key in SM-DP+Address and Activation Code
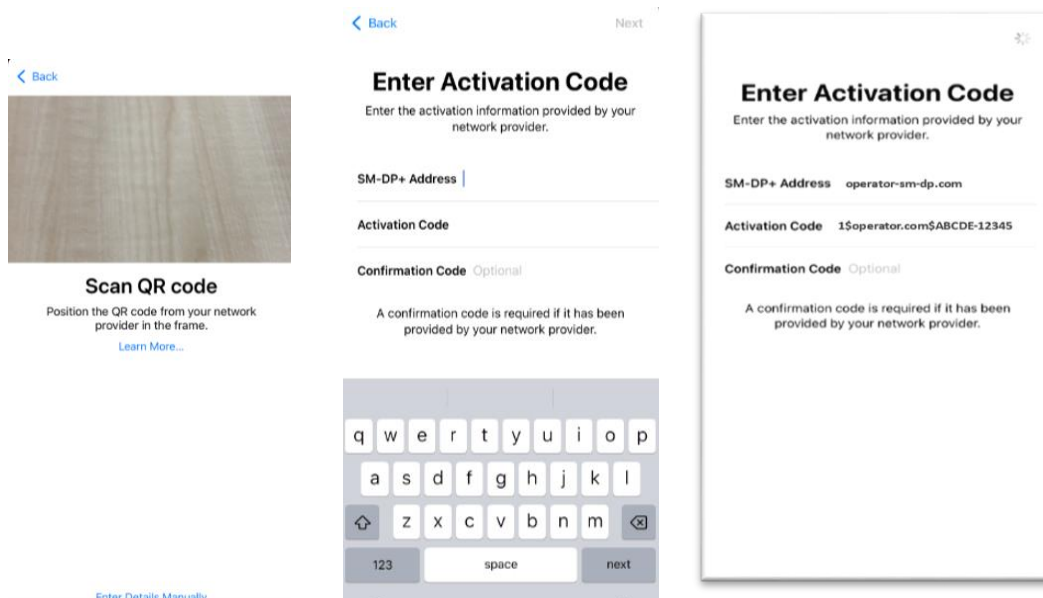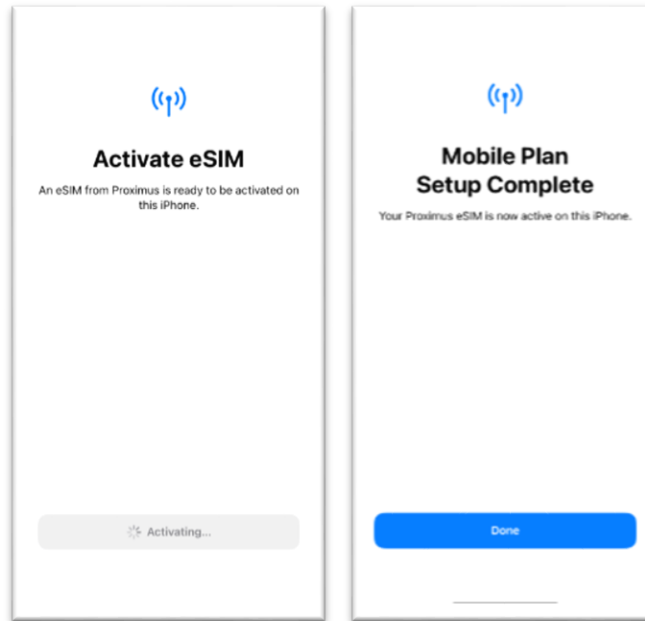
- For eSIM and physical SIM: I have followed all the steps but I don't seem to be able to attach to the network after almost 10 minutes.

    - Sometimes it takes a while for the phone to attach. However if after 10 minute its still not attaching, do the following:
    - Set airplane mode on for a minute and then set it off and try connecting
    - Alternatively, go to the network settings and manually select the network

- I have attached to the network but I cannot access the internet or send and receive messages.

    - Please check the correct APN setting
    - Open your Settings app and tap Network & internet or Connections. Depending on your device, these options may be different.
    - Turn Wi-Fi off and mobile data on, and check if there's a difference.
    - If not, turn mobile data off and Wi-Fi on and check again.

- Try setting up your eSIM manually

    - If your QR code still isn't scanning, there might be a problem with your phone's camera
    - Using another phone camera to scan the QR code
    - At Zero1 2Go, we send you the reference number in the same email as your QR code.

- Have you already scanned your eSIM QR code?

    - An eSIM QR code can only be scanned once.
    - It will not work if you try to scan it multiple times and you might receive a message saying: "Data plan cannot be added".

- It might be that you have already installed your eSIM successfully, so go to your SIM card manager/Cellular settings to check whether the eSIM is in your phone.
- If your eSIM has not been installed, get in touch with us via our website.

- If your eSIM QR code still doesn't work

  - If you've tried all the methods above and still can't scan your QR code, please contact us directly via facebook or Instagram

Note: At times, the activation may take a longer time for example, due to the carrier's system not responding or processing quickly. When this happens, your iPhone will show "Activating..." for the installed eSIM. However, this process should not take more than 10 minutes.
If you experience a much longer wait time, we would suggest that you go through the above steps again to install the eSIM, and if it still fails, please escalate a ticket to Zero1's Customer Service.