



Roaming Guidance for Android & iOS Users

To Speed up Network When You Are Roaming In :

Albania	Cape Verde	El Salvador	Hungary	Lithuania	Pakistan	Saudi Arabia	Turkey
Anguilla	Cayman Islands	Estonia	Iceland	Luxembourg	Panama	Serbia	Turks & Caicos Islands
Antigua & Barbuda	Chad	Fiji	India (Vodafone Essar, IDEA Cellular Ltd)	Madagascar	Papua New Guinea	Seychelles	Uganda
Argentina	Chile	Finland	Iraq	Mali	Paraguay	Slovenia	Ukraine
Austria	Colombia	France	Israel	Mauritius	Peru	South Africa	United Arab Emirates
Azerbaijan	Croatia	French Polynesia	Italy	Mexico	Poland	Spain	United Kingdom
Bahamas	Democratic Republic of the Congo	Gabon	Jamaica	Montenegro	Portugal	St. Vincent & Grenad	United States
Bahrain	Costa Rica	Germany	Jordan	Morocco	Puerto Rico	Trinidad & Tobago	Vanuatu
Bangladesh	Cote d'Ivoire	Ghana	Kazakhstan	Nicaragua	Romania		Zambia
Belarus	Cuba	Guatemala	Kenya	Niger	Russian Federation		
Belgium	Cyprus	Guinea Bissau	Latvia	Nigeria	Saint Kitts & Nevi		
Benin	Czech Republic	Guyana	Liechtenstein	Norway	Sarwa		
Brazil	Denmark						
British Virgin Islands	Dominica						
Cambodia	Ecuador						
	Egypt						

■ SIM Card Setting for Android

- 1 Go to SIM TOOLKIT**
Screenshot: Home screen with SIM Toolkit app icon highlighted.
- 2 Select ROAMING SERVICES**
Screenshot: SIM Toolkit menu with Roaming Services option highlighted.
- 3 SELECT MODE**
Screenshot: Roaming Services screen with Select Mode option highlighted.
- 4 Select MANUAL ROAMING SERVICES**
Screenshot: Manual Roaming Services screen.
- 5 Select SMARTFREN ROAMING**
Screenshot: Smartfren Roaming screen.

■ APN Setting for Android

*Menu naming may differ depending on the type of handset used

- 1 Go to SETTING**
Screenshot: Home screen with Settings app icon highlighted.
- 2 Select CONNECTION/MORE/DUAL SIM & CELLULAR NETWORK**
Screenshot: Settings menu with Connections option highlighted.
- 3 Select MOBILE NETWORKS/CELLULAR NETWORK/SIM**
Screenshot: Mobile networks screen.
- 4 Select ACCESS POINT NAMES**
Screenshot: Access Point Names screen.
- 5 Select SMARTFREN4G**
Screenshot: APN list with Smartfren4G highlighted. Note: If 'Smartfren4G' doesn't exist, click 'Add (+)' and fill in the details.
- 6 Add SMARTFREN4G**
Screenshot: Add APN form with Name: Smartfren4G and APN: Smartfren4G highlighted. Note: Select Save.

■ Network Mode Setting for Android

*Menu naming may differ depending on the type of handset used

- 1 Go to SETTING**
Screenshot: Home screen with Settings app icon highlighted.
- 2 Select CONNECTION/MORE/DUAL SIM & CELLULAR NETWORK**
Screenshot: Settings menu with Connections option highlighted.
- 3 Select MOBILE NETWORKS/CELLULAR NETWORK/SIM**
Screenshot: Mobile networks screen.
- 4 Select NETWORK MODE SETTING/PREFERRED NETWORK TYPE**
Screenshot: Network mode screen.
- 5 Select LTE/3G/2G (AUTO)**
Screenshot: Network mode dropdown menu with LTE/3G/2G (auto connect) selected.

■ SIM Card Setting for iOS

iPhone 7+, *iOS device version 11 and above

- 1 Go to SETTING**
Screenshot: Home screen with Settings app icon highlighted.
- 2 Select CELLULAR**
Screenshot: Settings menu with Cellular option highlighted.
- 3 Select SIM APPLICATION**
Screenshot: Cellular Data screen with SIM Applications option highlighted.
- 4 Select ROAMING SERVICES**
Screenshot: SIM Applications menu with Roaming Services option highlighted.
- 5 Select SELECT MODE**
Screenshot: Select Mode screen.
- 6 Select MANUAL ROAMING SERVICES**
Screenshot: Manual Roaming Services screen.
- 7 Select SMARTFREN ROAMING**
Screenshot: Smartfren Roaming screen.

■ APN Setting for iOS

iPhone 7+, *iOS device version 11 and above

- 1 Go to SETTING**
Screenshot: Home screen with Settings app icon highlighted.
- 2 Select CELLULAR**
Screenshot: Settings menu with Cellular option highlighted.
- 3 Select CELLULAR DATA NETWORK**
Screenshot: Cellular Data screen with Cellular Data Network option highlighted.
- 4 Ensure SMARTFREN4G**
Screenshot: APN list with Smartfren4G highlighted.

■ Network Mode Setting for iOS

iPhone 7+, *iOS device version 11 and above

- 1 Go to SETTING**
Screenshot: Home screen with Settings app icon highlighted.
- 2 Select CELLULAR**
Screenshot: Settings menu with Cellular option highlighted.
- 3 Select NETWORK SELECTION**
Screenshot: Cellular Data screen with Network Selection option highlighted.
- 4 Ensure DISABLE 4G OR VOICE & DATA and choose 2G/3G**
Screenshot: Enable 4G screen with Data Roaming and Voice & Data turned off.

■ eSIM Card Setting for iOS

iPhone X+, *iOS device version 12 and above

- 1 Go to SETTING**
Screenshot: Home screen with Settings app icon highlighted.
- 2 Select MOBILE DATA**
Screenshot: Settings menu with Mobile Data option highlighted.
- 3 Make sure MOBILE DATA (A) & DEFAULT VOICE LINE (B) use the same DATA PLAN used by Smartfren E-SIM, then select DATA PLAN (C) used by smartfren**
Screenshot: Mobile Data screen with Data Roaming (A), Personal Hotspot (B), and Default Voice Line (C) highlighted.
- 4 Select SIM APPLICATIONS menu**
Screenshot: Cellular Data screen with SIM Applications option highlighted.
- 5 Select NETWORK menu**
Screenshot: SIM Applications menu with Network option highlighted.
- 6 Select INTERNATIONAL menu**
Screenshot: Network screen with International option highlighted.

■ eSIM APN Setting for iOS

iPhone X+, *iOS device version 12 and above

- 1 Go to SETTING**
Screenshot: Home screen with Settings app icon highlighted.
- 2 Select MOBILE DATA**
Screenshot: Settings menu with Mobile Data option highlighted.
- 3 Make sure MOBILE DATA (A) & DEFAULT VOICE LINE (B) use the same DATA PLAN used by Smartfren E-SIM, then select DATA PLAN (C) used by smartfren**
Screenshot: Mobile Data screen with Data Roaming (A), Personal Hotspot (B), and Default Voice Line (C) highlighted.
- 4 Select MOBILE DATA**
Screenshot: Cellular Data screen with Mobile Data Network option highlighted.
- 5 Ensure SMARTFREN4G**
Screenshot: APN list with Smartfren4G highlighted.

■ eSIM Network Mode Setting for iOS

iPhone X+, *iOS device version 12 and above

- 1 Go to SETTING**
Screenshot: Home screen with Settings app icon highlighted.
- 2 Select MOBILE DATA**
Screenshot: Settings menu with Mobile Data option highlighted.
- 3 Make sure MOBILE DATA (A) & DEFAULT VOICE LINE (B) use the same DATA PLAN used by Smartfren E-SIM, then select DATA PLAN (C) used by smartfren**
Screenshot: Mobile Data screen with Data Roaming (A), Personal Hotspot (B), and Default Voice Line (C) highlighted.
- 4 Select NETWORK SELECTION menu**
Screenshot: Cellular Data screen with Network Selection option highlighted.
- 5 Ensure DISABLE 4G OR VOICE & DATA and choose 2G/3G**
Screenshot: Enable 4G screen with Data Roaming and Voice & Data turned off.