



Roaming Guidance for Android & iOS Users

When You Are Roaming in:

Australia	Optus Australia	New Zealand	2degrees
Brunei Darussalam	DST Communications Sdn Bhd DS	Oman	Omantel
Canada	Bell	Philippines	Globe
	Telus	Poland	Polkomtel
China	China Mobile	Saudi Arabia	Zain
Denmark	Nuuday		Singtel
Hong Kong	Smartone	Singapore	Starhub
India	Reliance Jio (LTE VoLTE Only)		TPG (LTE VoLTE Only)
Japan	KDDI (LTE VoLTE Only)	South Korea	SK Telecom
Lao	Viettel Lao	Taiwan	Dialog
Macau	CTM Macau	Tanzania	ChungHwa Telecom Mobile
Malaysia	Maxis	Thailand	Viettel Tanzania
	YTL (LTE VoLTE Only)	Timor Leste	True Move H Universal Ltd
Myanmar	Mytel Myanmar	USA	Verizon
		Vietnam	Viettel

■ SIM Card Setting for Android

- 1 Go to SIM TOOLKIT**
- 2 Select ROAMING SERVICES**
- 3 Select SELECT MODE**
- 4 Select MANUAL ROAMING SERVICES**
- 5 Select SMARTFREN**

■ APN Setting for Android

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

- 1 Go to SETTING**
- 2 Select CONNECTION/MORE/DUAL SIM & CELLULAR NETWORK**
- 3 Select MOBILE NETWORKS/CELLULAR NETWORK/SIMI**
- 4 Select ACCESS POINT NAMES**
- 5 Select SMARTFREN4G**
- 6 Add SMARTFREN4G if 'Smartfren4G' doesn't exist**

■ SIM Card Setting for iOS

iPhone 7+, *iOS device version 11 and above

- 1 Go to SETTING**
- 2 Select CELLULAR**
- 3 Select SIM APPLICATION**
- 4 Select ROAMING SERVICES**
- 5 Select SELECT MODE**
- 6 Select MANUAL ROAMING SERVICES**
- 7 Select SMARTFREN**

■ APN Setting for iOS

iPhone 7+, *iOS device version 11 and above

- 1 Go to SETTING**
- 2 Select CELLULAR**
- 3 Select CELLULAR DATA NETWORK**
- 4 Ensure SMARTFREN4G**

■ eSIM Setting for iOS

iPhone X+, *iOS device version 12 and above

- 1 Go to SETTING**
- 2 Select MOBILE DATA**
- 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**
- 4 Select SIM APPLICATIONS menu**
- 5 Select NETWORK menu**
- 6 Select NATIONAL menu**

■ eSIM APN Setting for iOS

iPhone X+, *iOS device version 12 and above

- 1 Go to SETTING**
- 2 Select MOBILE DATA**
- 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**
- 4 Select MOBILE DATA NETWORK menu**
- 5 Ensure SMARTFREN4G**