



Roaming Guidance for Android & iOS Users

To Speed up Network When You Are Roaming Outside:

Australia	Optus Australia	Myanmar	Mytel Myanmar
Brunei Darussalam	DST Communications Sdn Bhd DS	New Zealand	2 degrees
Canada	Bell	Philippines	Globe
China	Telus	South Korea	SK Telecom
Hong Kong	China Mobile	Singapore	Singtel
India	Smartone		Starhub
Japan	Reliance Jio (LTE VoLTE Only)	Taiwan	Chunghwa Telecom Mobile
Lao	KDDI (LTE VoLTE Only)	Tanzania	Viettel Tanzania
Macau	Viettel Lao	Thailand	True Move H Universal Ltd
Malaysia	CTM Macau	Timor Leste	Telemor
	Maxis	Vietnam	Viettel

SIM Card Setting for Android

- Go to SIM TOOLKIT**
- Select ROAMING SERVICES**
- select SELECT MODE**
- Select MANUAL ROAMING SERVICES**
- Select SMARTFREN ROAMING**

APN Setting for Android

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

- Go to SETTING**
- Select CONNECTION/ MORE/DUAL SIM & CELLULAR NETWORK**
- Select MOBILE NETWORKS/CELLULAR NETWORK/SIM1**
- Select ACCESS POINT NAMES**
- Select SMARTFREN4G**
- Add SMARTFREN4G**

Network Mode Setting for Android

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

- Go to SETTING**
- Select CONNECTION/ MORE/DUAL SIM & CELLULAR NETWORK**
- Select MOBILE NETWORKS/CELLULAR NETWORK/SIM1**
- Select NETWORK MODE SETTING/PREFERRED NETWORK TYPE**
- Select 3G ONLY/WCDMA ONLY/3G/2G (AUTO)**

SIM Card Setting for iOS

iPhone 7+, *iOS device version 11 and above

- Go to SETTING**
- Select CELLULAR**
- Select SIM APPLICATION**
- Select ROAMING SERVICES**
- Select SELECT MODE**
- Select MANUAL ROAMING SERVICES**
- Select SMARTFREN ROAMING**

APN Setting for iOS

iPhone 7+, *iOS device version 11 and above

- Go to SETTING**
- Select CELLULAR**
- Select CELLULAR DATA NETWORK**
- Ensure SMARTFREN4G**

Network Mode Setting for iOS

iPhone 7+, *iOS device version 11 and above

- Go to SETTING**
- Select CELLULAR**
- Select NETWORK SELECTION**
- Ensure DISABLE 4G or VOICE & DATA and choose 2G/3G**

eSIM Card Setting for iOS

iPhone X+, *iOS device version 12 and above

- Go to SETTING**
- Select MOBILE DATA**
- 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**
- Select SIM APPLICATIONS menu**
- Select NETWORK menu**
- Select INTERNATIONAL menu**

eSIM APN Setting for iOS

iPhone X+, *iOS device version 12 and above

- Go to SETTING**
- Select MOBILE DATA**
- 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**
- Select NETWORK menu**
- Ensure SMARTFREN4G**

eSIM Network Mode Setting for iOS

iPhone X+, *iOS device version 12 and above

- Go to SETTING**
- Select MOBILE DATA**
- 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**
- Select NETWORK SELECTION menu**
- Ensure DISABLE 4G or VOICE & DATA and choose 2G/3G**