Roaming Guidance for Android & IOS Users

When You Are Roaming in:

Singapore, Malaysia, Brunei Darussalam, Thailand, Hong Kong, Macau, Taiwan, South Korea, Australia, New Zealand, Canada, Philippines, Vietnam, Myanmar, Lao, Timor Leste, Tanzania, China

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**

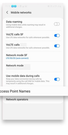
APN Setting for Android

1 Go to **SETTING**

2 Select **CONNECTION/ MORE/DUAL SIM & CELLULAR NETWORK**

3 Select **MOBILE NETWORKS/CELLULAR NETWORK/SIM)**

4 Select **ACCESS POINT NAMES**



5 Select **SMARTFREN4G**

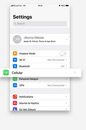
6 Add **SMARTFREN4G** if **SmartfrenAG**' doesn't exist

SIM Card Setting for iOS

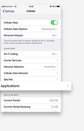
iPhone 7+, *iOS device version 11 and above

1 Go to **SETTING**

2 Select **CELLULAR**



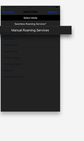
3 Select **SIM APPLICATION**



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 **SELULER**

3 Select **CELLULAR DATA NETWORK**

4 Ensure **SMARTFREN4G**

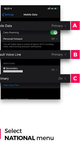
eSIM Setting for iOS

iPhone X+, *iOS device version 12 and above

1 Go to **SETTING**

2 Select **MOBILE DATA**

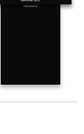
3 Make sure **MOBILE DATA** (A) & **DEFAULT VOICE LINE** (B) use the same **DATA PLAN** used by Smartfren E-SIM, then select **DATA PLAN** (C) used by smartfren



4 Select **SIM APPLICATIONS** menu

5 Select **NETWORK** menu

6 Select **NATIONAL** menu



eSIM APN Setting for iOS

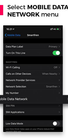
iPhone X+, *iOS device version 12 and above

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**