

TRAVEL ESIM FAQ

What is Travel eSIM?

Travel eSIM is an Data only eSIM service you can use to travel worldwide without the use of physical SIM cards.

How to check my data usage?

Once you have purchased your Travel eSIM, you will receive an email with an **ICCID number** attached. Fill in your respective ICCID number https://app.imagine.com.bn/travel_esim/usage.php

Where can I purchase the Travel eSIM?

You can purchase Travel eSIM via imaCare in our website https://app.imagine.com.bn/travel_esim/

How do I activate my Travel eSIM?

Once you have purchased your Travel eSIM, you'll receive an SMS notification and a confirmation via email to activate your eSIM.

Step 1: Ensure your settings for APN & Data Roaming are switched on.

Step 2: Go to your device settings and click 'Mobile Data/Cellular', then click 'Add eSIM'

Step 3: Scan the QR code as provided in your email

Step 4: Switch Mobile Data to imagine eSIM

Step 5: Once the activation is complete, your eSIM is ready to use

For further step-by-step guides, kindly visit the links below:

- **IOS** https://app.imagine.com.bn/travel_esim/
- **Android** https://app.imagine.com.bn/travel_esim/

What phones are eSIM compatible?

To check the list of eSIM compatible phones, click https://app.imagine.com.bn/travel_esim/

When will my eSIM be activated?

The Travel eSIM data will only start being used when you are connected to a network in the country you are visiting.

How do I check if my phone is eSIM compatible?

Key in ***#06#** in your phone's keypad to display an EID.

If your phone displays an EID, your phone is eSIM compatible. Otherwise, this means your phone is not eSIM compatible.

Can I purchase my Travel eSIM in advance?

Yes, you can. However, the Travel eSIM data will only be utilized when you are connected to a network in the country you are visiting

Can I top up my Travel eSIM?

Unfortunately, you cannot top up your Travel eSIM data at this time.

If you have used up your Travel eSIM data, you will need to purchase a new Travel eSIM plan.

Can you do international calls?

For Imagine's Travel eSIM, it is only a data plan. Voice calls & SMS are not included in the plan.

Am I entitled to a refund?

To be eligible for a refund, kindly refer to the criteria [here](#) at our terms and conditions.

In the case you are eligible for a refund, kindly contact us at our website via contact us page.

How many eSIM can be installed in a device?

You can install a maximum of 5 eSIM in your device.

How many eSIM can be used concurrently?

While you can install up to 5 eSIM, you can only use up to 2 eSIM concurrently on your device.

How do I change the APN setting of the Travel eSIM?

iPhone users will not have to do this as it is done automatically.

For some android devices, you may need to do it manually.

Step 1: go to 'Network & Internet' in your device settings.

Step 2: Click on 'Mobile Network'.

Step 3: Scroll down and select 'Access Point Names'.

Step 4: Change APN to the eSim plan name (all in lowercase and no space) & you're done!

You may refer to the illustration https://app.imagine.com.bn/travel_esim/.