

## Can't Connect My eSIM on Android

If you're experiencing difficulties connecting your eSIM on an Android device, you can try the following troubleshooting steps:

1. **Enable Data Roaming:** Ensure that data roaming is turned on for your eSIM. Go to **Settings > Network & internet > Mobile Network** and check the data roaming option.
2. **Configure Mobile Data Settings:** Make sure your device is set to use the eSIM for mobile data. You can check this in **Settings > Network & internet > Mobile Network** and confirm that the eSIM is selected as the preferred mobile data source.
3. **Restart Connection:** Turn on Airplane Mode for a few seconds and then turn it off again, or simply restart your device. This can help refresh your network connection.
4. **Manually Connect to a Supported Network:** Go to **Settings > Network & internet > Mobile Network > Advanced** and select **Network operators**. From there, manually search for and connect to a supported network.

If you've gone through these steps and still cannot connect, please contact our support team for further assistance.