SZOOVE
Global Data eSIM

USER GUIDE / 用户指南

Contents

INTRODUCTION
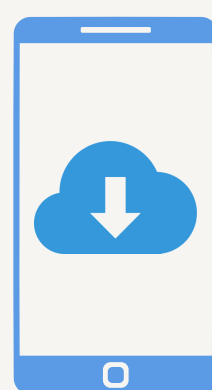## PLEASE READ BEFORE YOU BEGIN

S Z O O V E
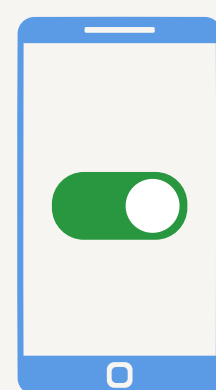
INSTALLATION + ACTIVATION

Please see **eSIM Guides** on how to install eSIM & activate data
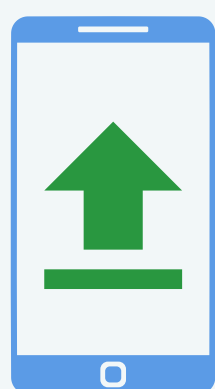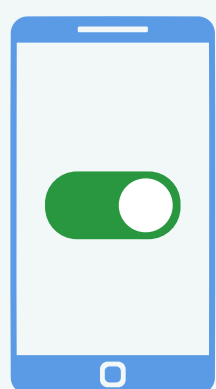
QR CODE

Scan
QR Code

>

eSIM
Installed

Turn on eSIM
at destination

Top-up to
existing eSIM

Turn on eSIM
at destination

TOP-UP for future use

Our eSIM is reusable for 5 years and covers 140+ countries.

You can self top-up other data plans via this url

https://bit.ly/m/szoove

How to find your eSIM ICCID

iPhone:
1. **Turn ON eSIM**
2. Go to Settings > General > About
3. Look for eSIM ICCID
4. Turn OFF eSIM

Samsung: Go to Settings > Connections > SIM manager > eSIM > More information

Other Android Phones: Go to SIM card page, click on eSIM information.

Visiting Hong Kong & Taiwan

As per latest local regulations, registration is required before you can use mobile data in HK or Taiwan (Registration guide on page 4). Registration not needed for other countries.
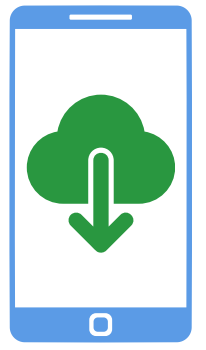
Customer Support

We have included a Self-Troubleshooting Guide that will resolve most issues.

For further assistance, contact us on Shopee Chat or WhatsApp (https://bit.ly/m/szoove)

IPHONE ESIM GUIDE

STEP 1: INSTALL ESIM

Scan eSIM QR Code (Internet required)

If you are at the destination, data plan will auto-trigger.

If you are not at the destination, eSIM might show 'Activating' for a long time, then show "Unable to Activate eSIM". That is NORMAL
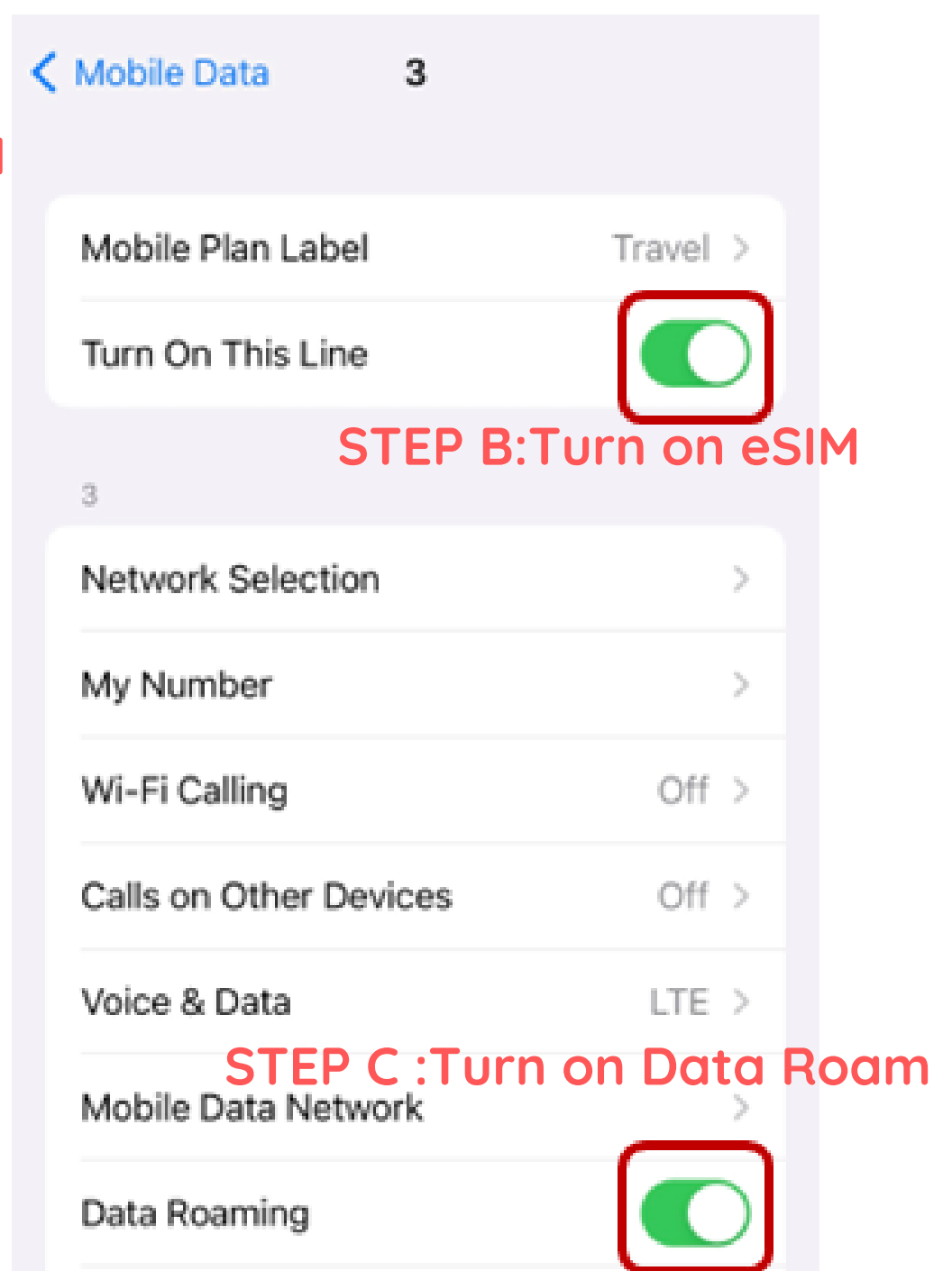
eSIM installed under Settings > Mobile Data

Proceed to Step 2

TAKE NOTE

- If prompted during installation, choose Primary SIM. Not to worry this can be edited later.
- You can reinstall our eSIM up to 10 times on the same device but cannot transfer to other devices.

STEP 2: ACTIVATE DATA ON IPHONE

1. When at destination, follow below steps A to D
2. If your iPhone has Auto Data Switching setting, SWITCH OFF so it doesn't use other SIMs for data roaming

STEP D: Set mobile data to eSIM

Settings	Mobile Data
Mobile Data	Travel >
Personal Hotspot	On >

Turn off mobile data to restrict all data to Wi-Fi, including email, web browsing and push notifications.

| Default Voice Line | Primary > |

SIMs

| Primary | On > |
| Travel | On > |

STEP A: Select eSIM

Mobile Data	3
Mobile Plan Label	Travel >
Turn On This Line	(on)

STEP B: Turn on eSIM

3

Network Selection	>
My Number	>
Wi-Fi Calling	Off >
Calls on Other Devices	Off >
Voice & Data	LTE >

STEP C: Turn on Data Roam

| Mobile Data Network | > |
| Data Roaming | (on) |

"Travel" is just a label. Your iPhone may have auto-assigned a different name to the eSIM

ANDROID ESIM GUIDE

STEP 1: INSTALL ESIM

QR

>>>

>>>

Scan eSIM QR Code (Internet required)

If you are at the destination, data plan will auto-trigger.

eSIM installed. Proceed to Step 2

If you are not at the destination, data plan will not auto-trigger.

TAKE NOTE

You can reinstall our eSIM up to 10 times on the same device but cannot transfer to other devices.
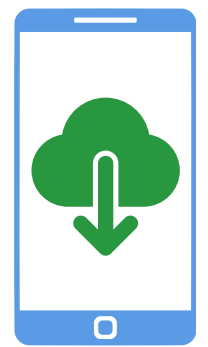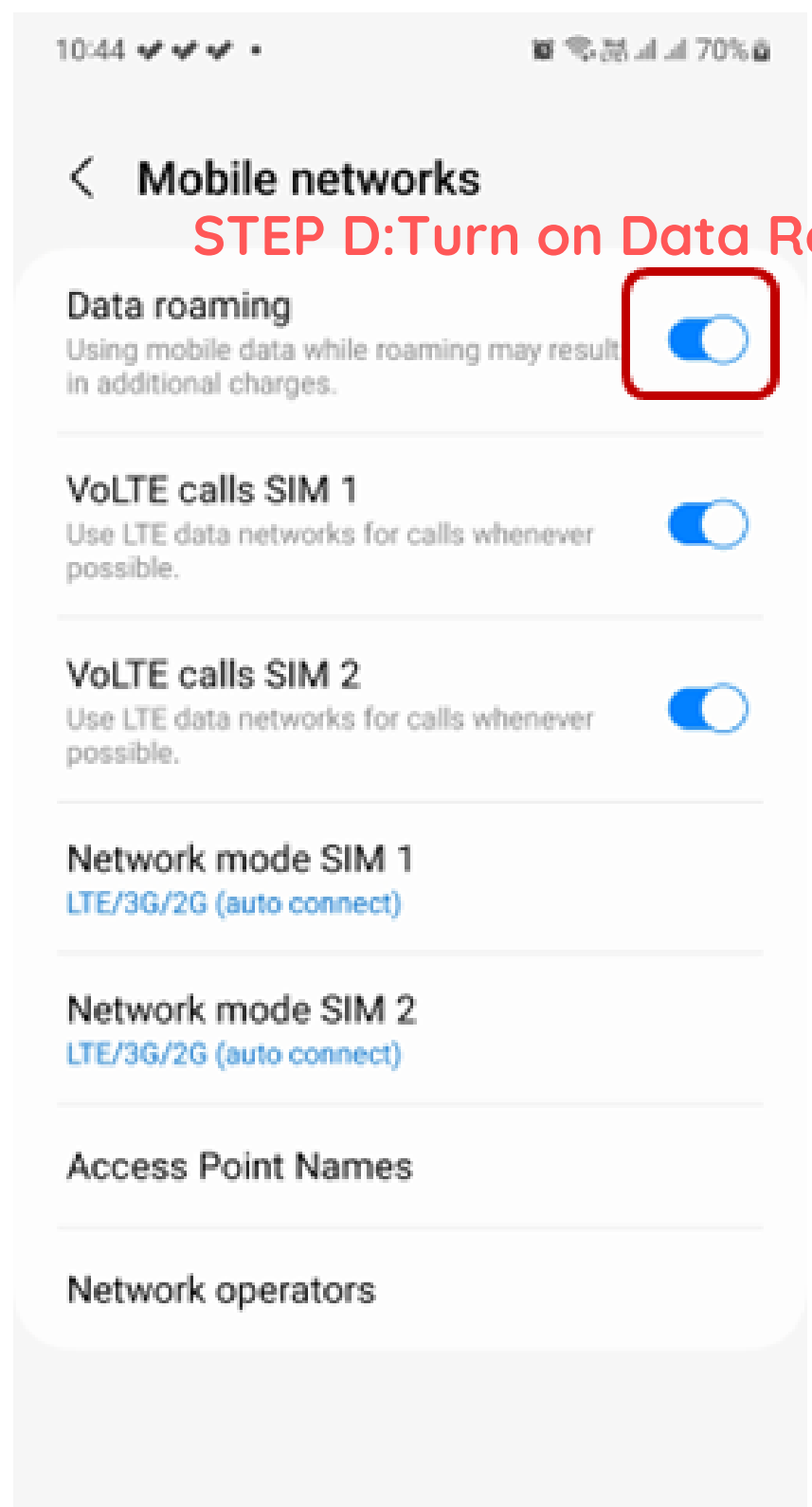
STEP 2: ACTIVATE DATA ON ANDROID

1. When at destination, follow below steps A to D.
Screenshot may look different depending on Android Version

< **SIM manager**

SIM cards

1 **SIM 1**

eSIMs

STEP A: Turn on eSIM

2 **eSIM1**
Szoove

+ **Add eSIM**
Download an eSIM so you can connect to mobile networks without a SIM card.

Preferred SIMs

Calls
SIM 1

Messages
SIM 1

Mobile data
eSIM1   **STEP B: Set to eSIM**

Data switching and backup calling
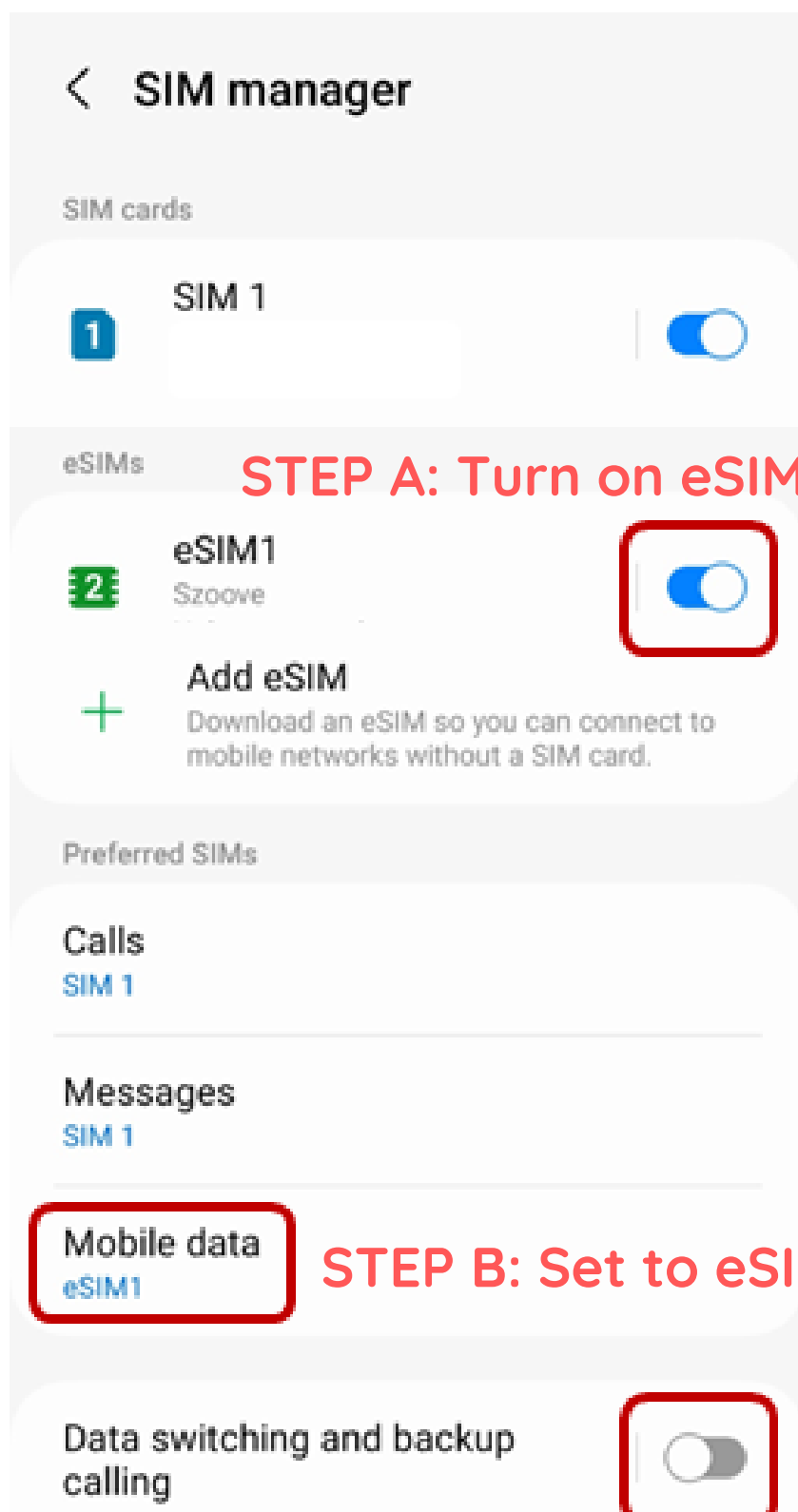
STEP C: Turn off Data Switching

10:44 ✔ ✔ ✔ •   ▣ 📶 70%🔋

< **Mobile networks**

STEP D:Turn on Data Roam

Data roaming
Using mobile data while roaming may result in additional charges.

VoLTE calls SIM 1
Use LTE data networks for calls whenever possible.

VoLTE calls SIM 2
Use LTE data networks for calls whenever possible.

Network mode SIM 1
LTE/3G/2G (auto connect)

Network mode SIM 2
LTE/3G/2G (auto connect)

Access Point Names

Network operators

REAL NAME REGISTRATION GUIDE
FOR HONG KONG & TAIWAN DATA

Contact information Contact

Information please at least input one

Email Address

your email

Mobile Phone Number

| Country ∨ | Country | Phone Number |

your own mobile number

Card Mandatory

ICCID(Only 10 ICCIDs can be bound to one person)

8985234_____ +

refer to eSIM QR code picture for the
remaining ICCID numbers

Document Type Mandatory

Passport Passport ∨

☑ I do not hold a Hong Kong Identity Card.

☑ I have not used other identification documents for
real-name registration of CMLink.

Sample

Document Image

| + |
| Please upload |
| document image |
| (Front) |

passport page
picture to show
page edges clearly

INTERNATIONAL PASSPORT
TYPE   COUNTRY CODE   PASSPORT NO.
SURNAME
GIVEN NAMES
NATIONALITY
PHOTO   DATE OF BIRTH
SEX   PLACE OF BIRTH
DATE OF ISSUE   AUTHORITY
DATE OF EXPIRY   SIGNATURE
<<P>><<MIKE<<LAE>>>>>>>>>>>>>>>>>>>>>>>
0123456789AAAA9876543210<<<<<<<<<<<<<<<11

Click **Continue**, don't edit anything on the 2nd page.
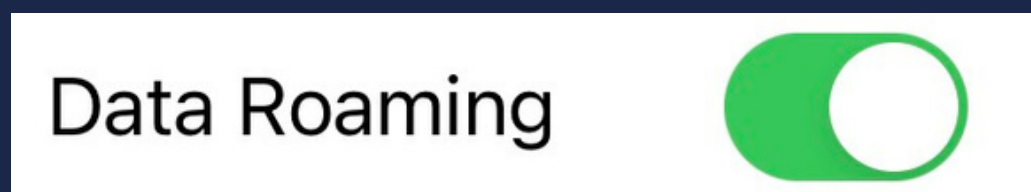**Submit** if all ok.

SELF-TROUBLESHOOT

HK and Taiwan visitors: You need to do Real Name Registration. Refer to your order details.

Method 1 : Check that only our eSIM is ON, all other SIM cards are OFF. Restart phone.

Method 2 : Check phone settings
- eSIM is selected for Mobile Data
- eSIM data roaming turned ON

Method 3 : Manually search/connect to another telco. Wait at least 5mins for eSIM to connect.

Method 4 : Delete eSIM and reinstall (9 times max)

FACING SLOW SPEED?

Method 5: ON Airplane mode, wait 1 min and turn OFF

Method 3: See above

Method 6 : Switch 5G to 4G/LTE
*If you're using unlimited data plan, slow speed may be because you have exceeded the daily high-speed threshold

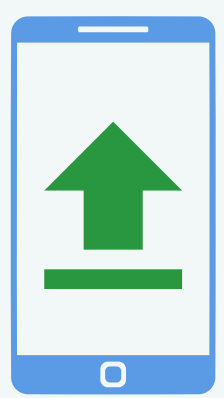If the above methods didn't help, contact us via
1. Shopee Chat or https://bit.ly/m/szoove
2. WhatsApp / SMS to +65 9009 3747

请在安装之前阅读

SZOOVE

安装 + 激活

请查看eSIM指南，了解如何安装eSIM和激活数据

QR CODE
扫描二维码 > eSIM已安装 > 在目的地打开eSIM
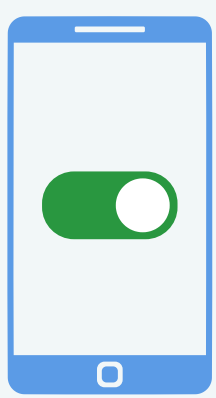
如何充值

eSIM充值 > 在目的地打开eSIM

我们的eSIM可重复使用5年，覆盖140多个国家

您可以通过此网址自助充值其他数据套餐

https://bit.ly/m/szoove

如何找到您的eSIM的ICCID

iPhone:
1. 打开eSIM
2. 进入设置 >通用 > 关于本机
3. 查找eSIM的ICCID
4. 关闭eSIM

Samsung: 前往设置 > 连接 > SIM管理器 > eSIM > 更多信息

其他Android手机: 前往SIM卡设置页面，点击eSIM信息

前往香港和台湾的请注意

根据最新的地方法规，在您在香港或台湾使用移动数据之前，需要进行注册（请参考第9页的注册指南）。其他国家无需注册。

客户服务

我们提供了一个自助排除故障指南，可以解决大多数问题。

如需进一步帮助，请通过WhatsApp联系我们
（https://bit.ly/m/szoove）

IPHONE ESIM 指南

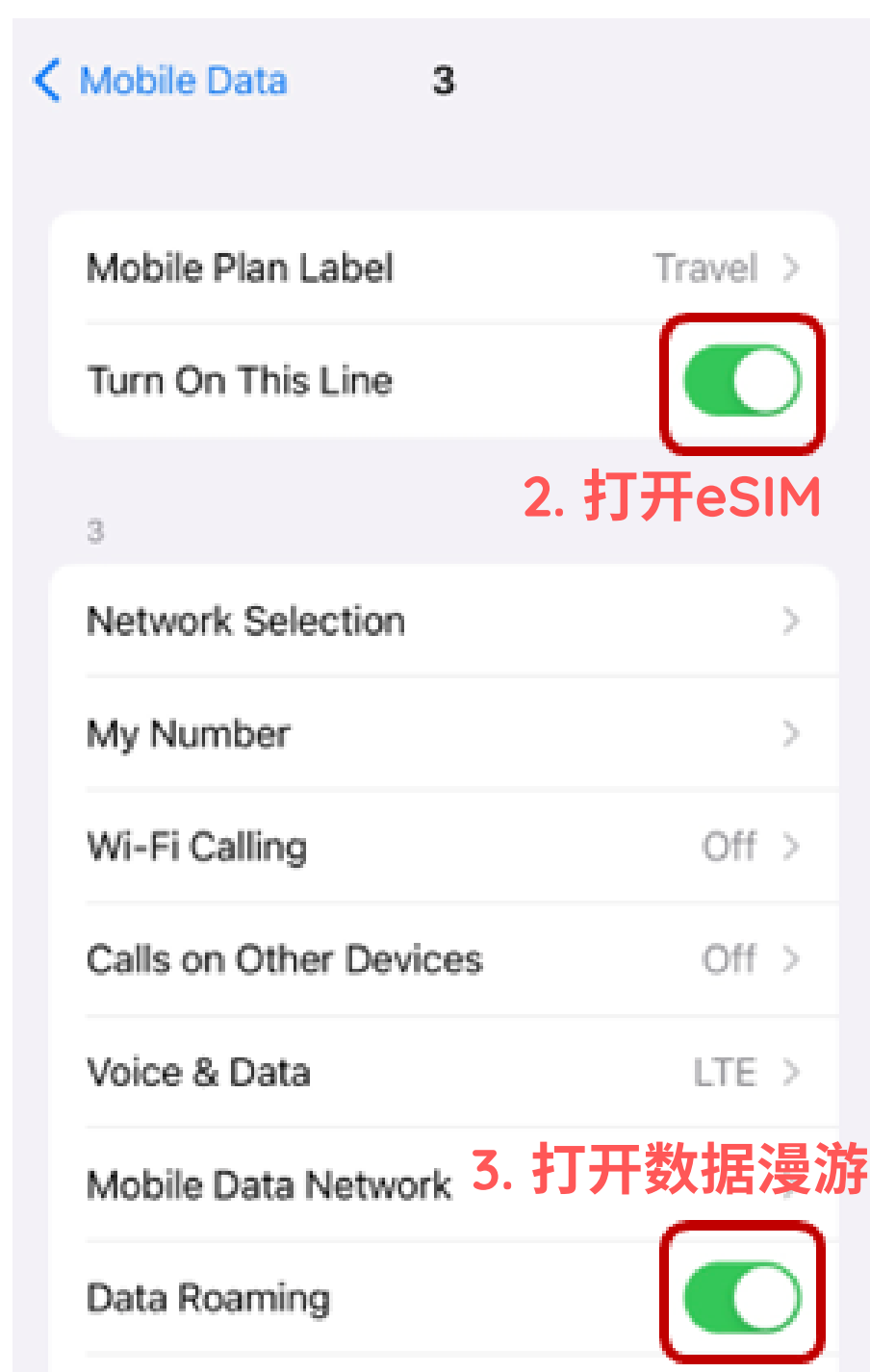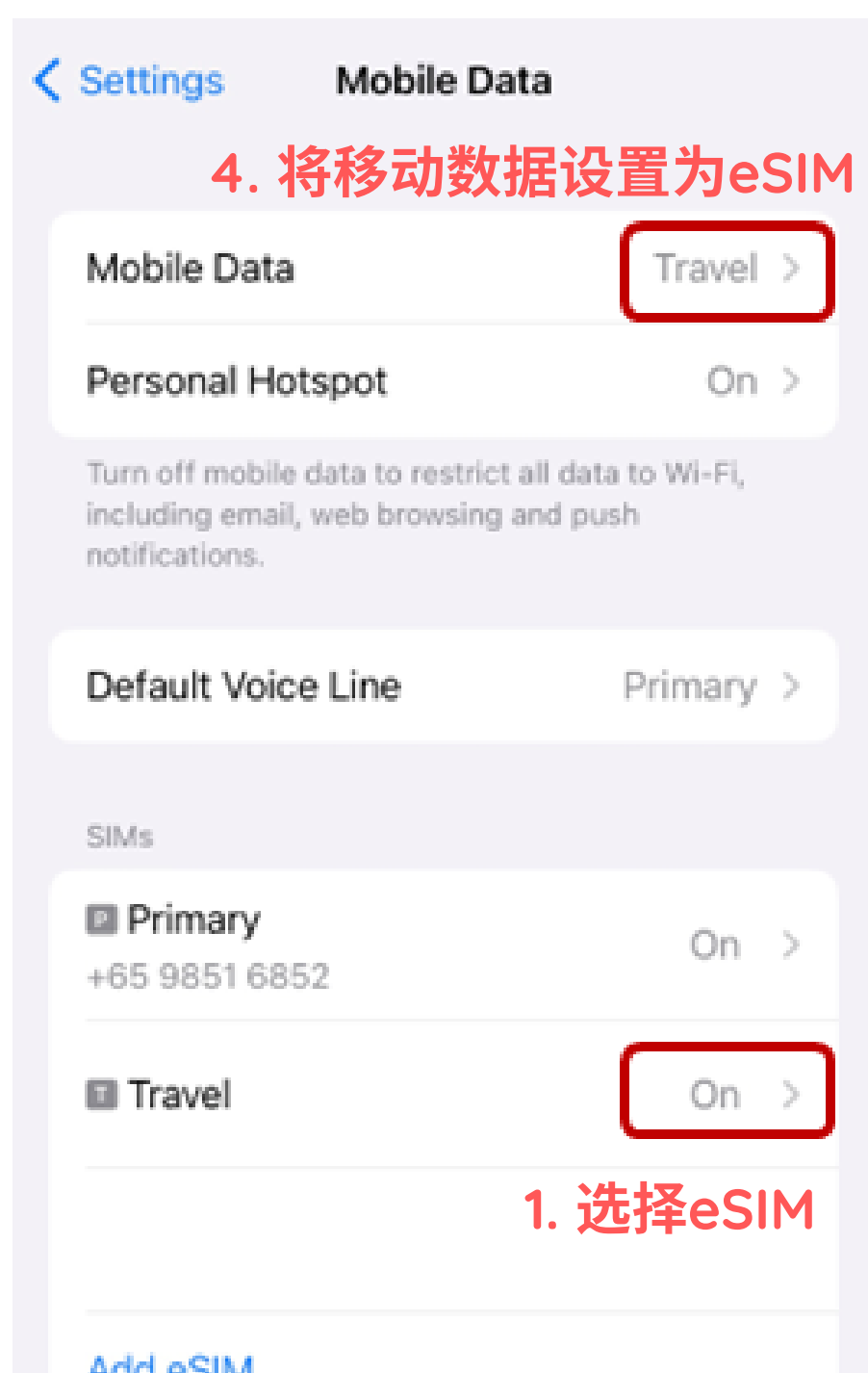## 第一步：安装eSIM

扫描eSIM二维码
（需要互联网连接）

如果您已在目的地，
数据套餐将自动激活。

eSIM已安装在
设置 > 移动数据下

注意

1. 您不在目的地，套餐不会激活。eSIM可能会长时间显示"激活中"，后显示"无法激活eSIM"。这是正常现象。
2. 在安装过程中，如果出现选择SIM卡的提示，请选择主要SIM卡，不用担心，稍后可以进行编辑。
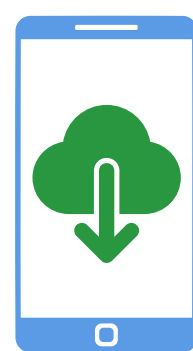3. 您可以在同一设备上重新安装我们的eSIM最多10次，但不能转移到其他设备

第二步：在iPhone上激活数据

1. 当您到了地点，请按照以下步骤1到4进行操作
2. 如果您的iPhone具有自动数据切换设置，请关闭该设置，以免在数据漫游时使用其他SIM卡

4. 将移动数据设置为eSIM

Settings	Mobile Data	
Mobile Data		Travel >
Personal Hotspot		On >

Turn off mobile data to restrict all data to Wi-Fi, including email, web browsing and push notifications.

Default Voice Line		Primary >

SIMs

Primary +65 9851 6852		On >
Travel		On >

1. 选择eSIM

Add eSIM

Mobile Data	3	
Mobile Plan Label		Travel >
Turn On This Line		⬤

2. 打开eSIM

3

Network Selection		>
My Number		>
Wi-Fi Calling		Off >
Calls on Other Devices		Off >
Voice & Data		LTE >
Mobile Data Network		>

3. 打开数据漫游

Data Roaming		⬤

ANDROID ESIM 指南
第一步：安装eSIM

扫描eSIM二维码
（需要互联网连接）

如果您在目的地，
数据套餐将自动激活。

eSIM已安装

注意

1. 您不在目的地，套餐不会激活。
2. 您可以在同一设备上重新安装我们的eSIM最多10次，但不能转移到其他设备

第二步：在ANDROID上激活数据

当在套餐覆盖国家时，请按照以下步骤1到4进行操作。截图可能因Android版本不同而有所差异。

1. 打开eSIM

2. 将移动数据设置为eSIM

3. 关闭自动数据切换

4. 打开数据漫游

提交香港和台湾
实名登记数据指南

Contact information <small>Contact</small>

Information please at least input one

Email Address

您的电子邮件

Mobile Phone Number

| Country ∨ | Country | Phone Number |

您自己的手机号码

Card <small>Mandatory</small>

ICCID(Only 10 ICCIDs can be bound to one person)

8985234 _____ +

在二维码图片中找到的剩余ICCID号码

Document Type Mandatory

Passport 护照 ∨

☑ I do not hold a Hong Kong Identity Card.

☑ I have not used other identification documents for real-name registration of CMLink.

Document Image

请上传您的护照信息页图像

+
Please upload document image (Front)

1. Please use the original identification document to complete real-name registration.
2. For passport, please upload the whole photo page, including the code at the bottom, without any cover.
3. When taking picture, avoid obstructions, reflections and shadows.
4. Please don't hold the identification document by hand, but place them on a flat surface to take picture.
5. Upload image in JPG/PNG/BMP/TIFF format. Maximum file size: 10MB.
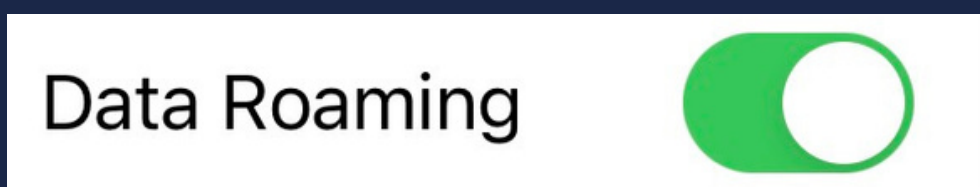
点击继续，然后在下一页上验证信息。
如果一切正常，请提交。

故障排除指南

香港、台湾游客：需要实名登记。请参阅您的订单详细信息

方法1：我们的eSIM卡处于开启状态，其他所有SIM卡处于关闭状态。重启手机。

方法2：检查手机设置
- 选择eSIM卡作为移动数据的使用卡
- 开启eSIM卡的数据漫游功能

方法3：手动连接到其他电信服务提供商。等待至少 5 分钟让 eSIM 连接。

方法4：删除eSIM卡，扫描并重新安装 (最多9次)

遇到速度慢的问题?

方法5：开启飞行模式，等待一分钟后关闭

方法3：请往上看

方法6：切换5G至4G/LTE，重新启动手机。
*如果您使用无限数据套餐，速度慢可能是因为已超过高速阈值。

如果以上都没解决问题，请通与我们联系：
- 访问链接 https://bit.ly/m/szoove
- WhatsApp / 短信 至 +65 9009 3747