

eSIM Troubleshooting Guide

Version 1.0

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Contents

- I. General Query
- II. Error “Operation Code: 9 / Error Code: 10014” on Google Pixel
- III. Error “Unable to Activate eSIM” on iPhone
- IV. Error “This code is no longer valid” on iPhone
- V. Error “Data Plan Cannot be Added” on iPhone
- VI. Error “Unsupported eSIM”
- VII. Error “Data Plan Cannot be Added” on iPhone
- VIII. Error “Unsupported eSIM”

I. General Query

There are various factors that can lead to your Genius Telecoms travel eSIM displaying a network connection but failing to establish an Internet connection on a 4G/LTE network. When your eSIM is not linked to a data network, you may encounter the following issues:

Sluggish download/upload speeds.

1. Displaying only "E" (Edge) in the signal status, with no 4G/LTE connectivity.
2. Inability to access the Internet, despite the eSIM indicating a connection.

To address these problems, please adhere to the following steps:

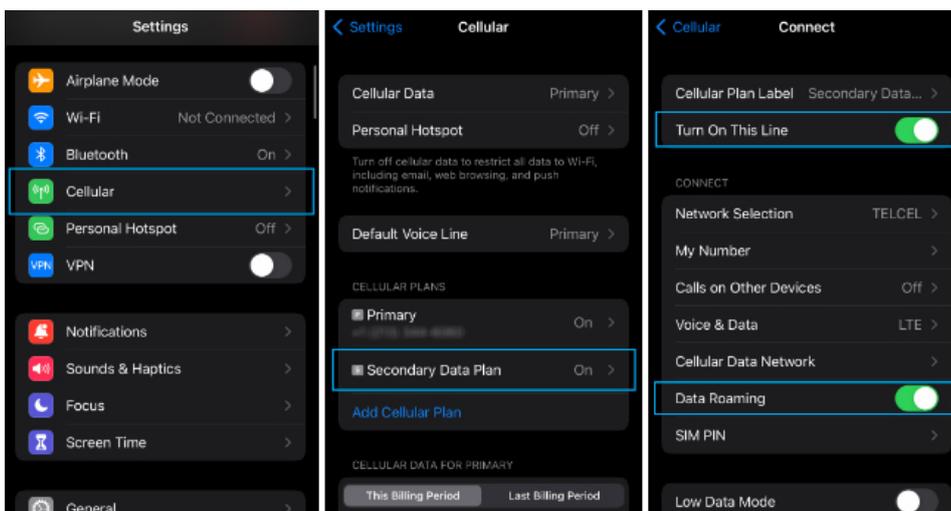
IMPORTANT: DO NOT REMOVE the eSIM from your device! If it's not functioning correctly, there's no need to worry. Please follow the steps below or reach out to our support team for assistance.

A. Are you within the operational scope of the Genius Telecoms travel eSIM service?

Kindly bear in mind that an Indian eSIM is designed to function exclusively within India, a USA eSIM will exclusively engage within the United States, and so forth. Although you may install the eSIM onto your device at your convenience, it will not establish a network connection until you arrive at your intended destination.

B. Using Data while roaming.

To enable your Genius Telecoms travel eSIM to connect to a network, it is essential to activate your roaming data feature.



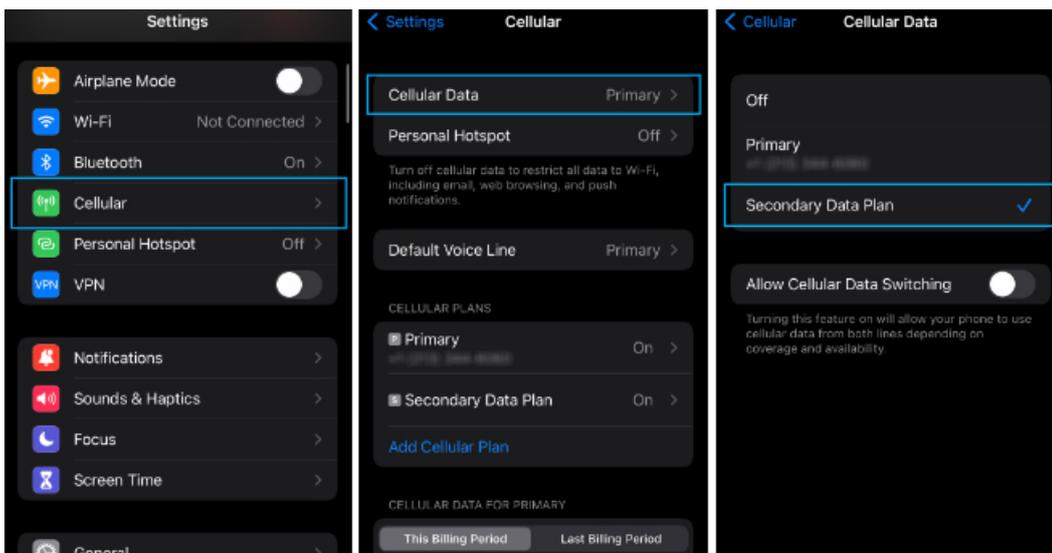
Apple iOS (iPhone)

1. In your phone's **Settings**, go to **Cellular** and select the eSIM data plan under Cellular Plans. The eSIM plan may be called "Secondary" or "Personal."
2. Make sure **Turn On This Line** is set to **ON**.
3. Make sure **Roaming Data** is set to **ON**.

C. Set up for your phone to use the eSIM for mobile data

Apple iOS (iPhone)

1. In your phone's **Settings**, go to **Cellular**
2. Tap **Cellular Data** at the top to enter a menu where you can select the data plan to use
3. Make sure the eSIM is selected. It may be called "Secondary" or "Personal."



D. Android Only - Configure APN

If you are using an eSIM in the USA or Europe on an Android device and there is no data connection, please check the APN settings by following the steps below:

1. In your phone's Settings, go to Mobile & Network

2. Tap the eSIM plan, then go to Access Point Names
3. Tap Menu, then tap New APN
4. In the first field called APN, enter globaldata. If there is anything filled in username or password, delete it. Only the APN name is required.
5. Return to the previous screen and select the new APN.

E. Reset the data connection

On your device Settings screen, enable Airplane Mode and wait 30 seconds, then switch off again. This will force the device to re-connect to the cellular network. Wait up to 15 minutes for the eSIM data plan to successfully authenticate and begin receiving 4G/LTE data.

Apple iOS (iPhone)

1. Open **Settings/Configuration**
2. Go to **Cellular** and select the eSIM data plan under Cellular Plans
3. Tap **Network Selection**, and on the following screen, switch **Automatic** to **Off**. Wait for the list of available networks to appear.
4. Manually select an available network, and wait for the signal status to update. You should see the signal status in the top bar switch to "Searching" when you select a new network.
5. After finding a network that connects, toggle **Automatic** back to **On**.

Please feel free to email us as customerservice@geniustelecoms.co.uk if you need to manually select a network, as we can tell you which network is the best to connect to.

Still no data connection

Please write to us at customerservice@geniustelecoms.co.uk, and we will gladly assist you!

If you are sure that the above steps do not resolve the issue, it is possible you are in an area without service, or there is a network issue out of our control that is affecting service. The best thing to do is **wait** and check later. Leave the Network Selection set to **Automatic**, and the device will continue searching for a signal.

*In the event that comprehensive troubleshooting is required, the determination of issuing a full or partial refund rests within the discretion of Genius Telecoms.

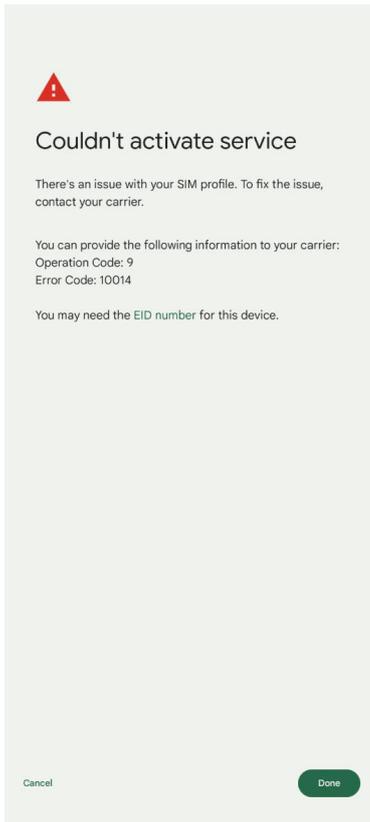
II. Error "Operation Code: 9 / Error Code: 10014" on Google Pixel

Couldn't activate service

"There's an issue with your SIM profile. To fix the issue, contact your carrier."

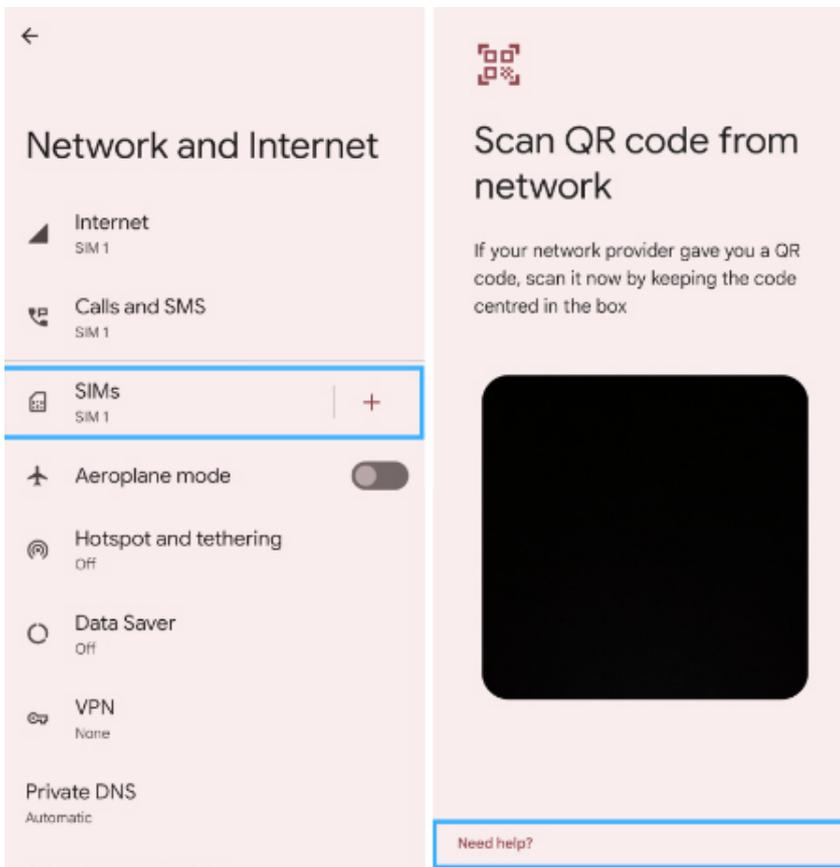
Operation Code: 9

Error Code: 10014



After activating your eSIM via QR code or manual activation code, you may see the above error message on your Google Pixel phone.

Solution



III. Error “Unable to Activate eSIM” on iPhone

Unable to Activate eSIM

“You can try again, or contact your carrier for assistance.”

After activating your eSIM via QR code or manual activation code, you may see the above error message on your iPhone.

Solution

1. Check internet connection

First, please make sure your phone has a working Wi-Fi or cellular internet connection before installing the eSIM. An internet connection is required to verify and activate the eSIM.

2. eSIM is already installed

Most often, the eSIM is already installed on your phone. This can happen in the background after scanning the QR code. **Please verify the following settings:**

1. Open **Settings**
2. Tap **Cellular** (or 'Mobile Data' in the UK)
3. Tap Cellular Data at the top, and select the eSIM plan on the following page. This will tell the phone to use the eSIM plan for data connections.
4. Return to **Cellular**, scroll down and tap your eSIM plan. It may be called 'Personal', 'Travel', or 'Secondary'.
5. Confirm **Turn On This Line** is ON
6. Confirm **Data Roaming** is ON

If you can find the Genius Telecoms Travel eSIM following the steps above, and the settings are correct, the eSIM will be ready to connect automatically when you arrive. No further action is required!

Get Support

If you have followed the steps above and verified that the eSIM is not installed on your phone, please [contact us](#) and we will gladly assist.

IV. Error "This code is no longer valid" on iPhone

Data Plan Cannot be Added

"This code is no longer valid. Contact your carrier for more information."

After activating your eSIM via QR code or manual activation code, you may see the above error message on your iPhone.

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V. Error "Data Plan Cannot be Added" on iPhone

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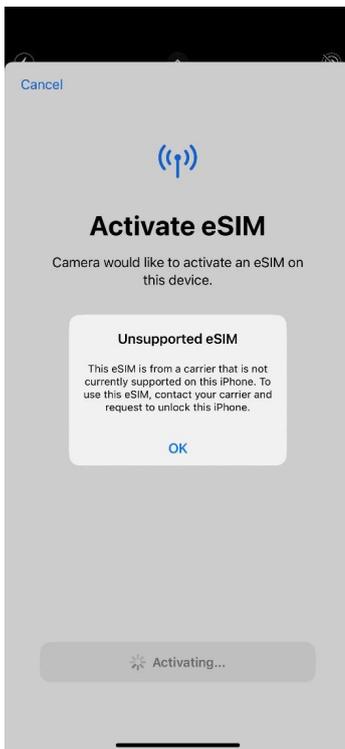
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VI. Error “Unsupported eSIM”

After activating your eSIM via QR code or manual activation code, you may see the following error message:

Unsupported eSIM

“This eSIM is from a carrier that is not currently supported on this iPhone.”



This error indicates that your device is locked by your carrier, and is not allowed to install plans from other carriers.

You can verify if your device is locked by following the steps below:

1. Go to **Settings** > **General**, and tap **About**
2. Under **Carrier Lock**, you should see the message: **No SIM restrictions**
3. If the **Carrier Lock** field says something different, the device is locked.

Solution

Please **contact your carrier** to have your device unlocked. It can usually be done over-the-air by contacting the carrier's Customer Service phone number or live chat.

VII. Error "Data Plan Cannot be Added" on iPhone

Data Plan Cannot be Added

"You can try again, or contact your carrier for assistance."

After activating your eSIM via QR code or manual activation code, you may see the above error message on your iPhone.

Solution

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2. eSIM is already installed

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1. Open **Settings**
2. Tap **Cellular** (or **'Mobile Data'** in the UK)
3. Tap **Cellular Data** at the top, and select the eSIM plan on the following page. This will tell the phone to use the eSIM plan for data connections.
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5. Confirm **Turn On This Line** is **ON**
6. Confirm **Data Roaming** is **ON**

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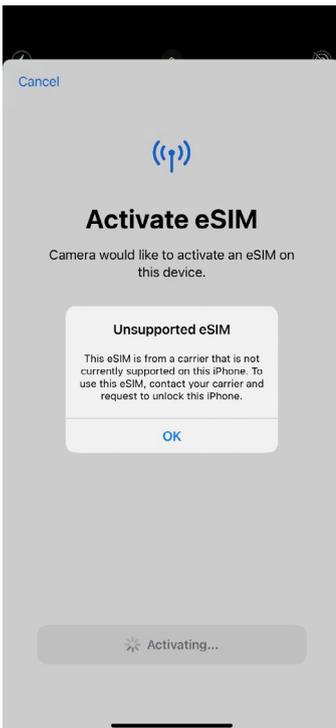
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