



How to activate NAVITIME eSIM on iPhone

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1. Important Notes for Activation

Please pay attention to the following points when activating the NAVITIME eSIM.

- 1. A stable internet connection is required while setting up the eSIM.**
 - 2. The eSIM can only be installed once, so please do not remove it from the device even if issues occur.**
 - 3. To scan the QR code, you need to display it on another device.**
 - 4. The QR code can only be scanned once. (The activation code can also only be used once if entered manually.)**
- To start using it comfortably, it is recommended to activate it before arriving at your destination. (If you activate it after arriving, you need to be connected to a network such as free Wi-Fi.)
 - The UI for the settings screen may differ depending on the device and OS version.
 - It is recommended to update to the latest OS before using the NAVITIME eSIM.

2. Steps to activate

You can activate NAVITIME eSIM using the following methods.

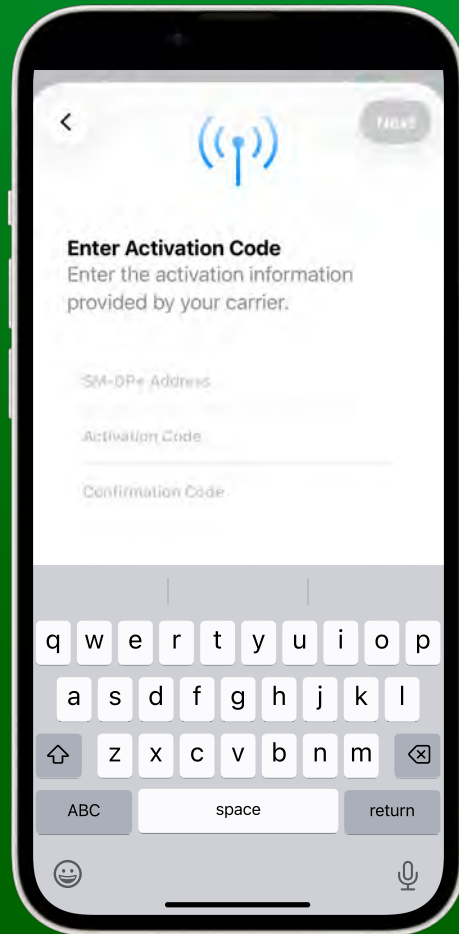
- 1. If you need to manually enter your activation code, you can simply copy and paste the code provided in your My Page or purchase confirmation email.**

If using a QR code,

- 2. You can complete the process by scanning the QR code provided in your My Page or purchase confirmation email. If you are using a QR code to activate, you will need to prepare a device to scan the QR code or print the QR code.**

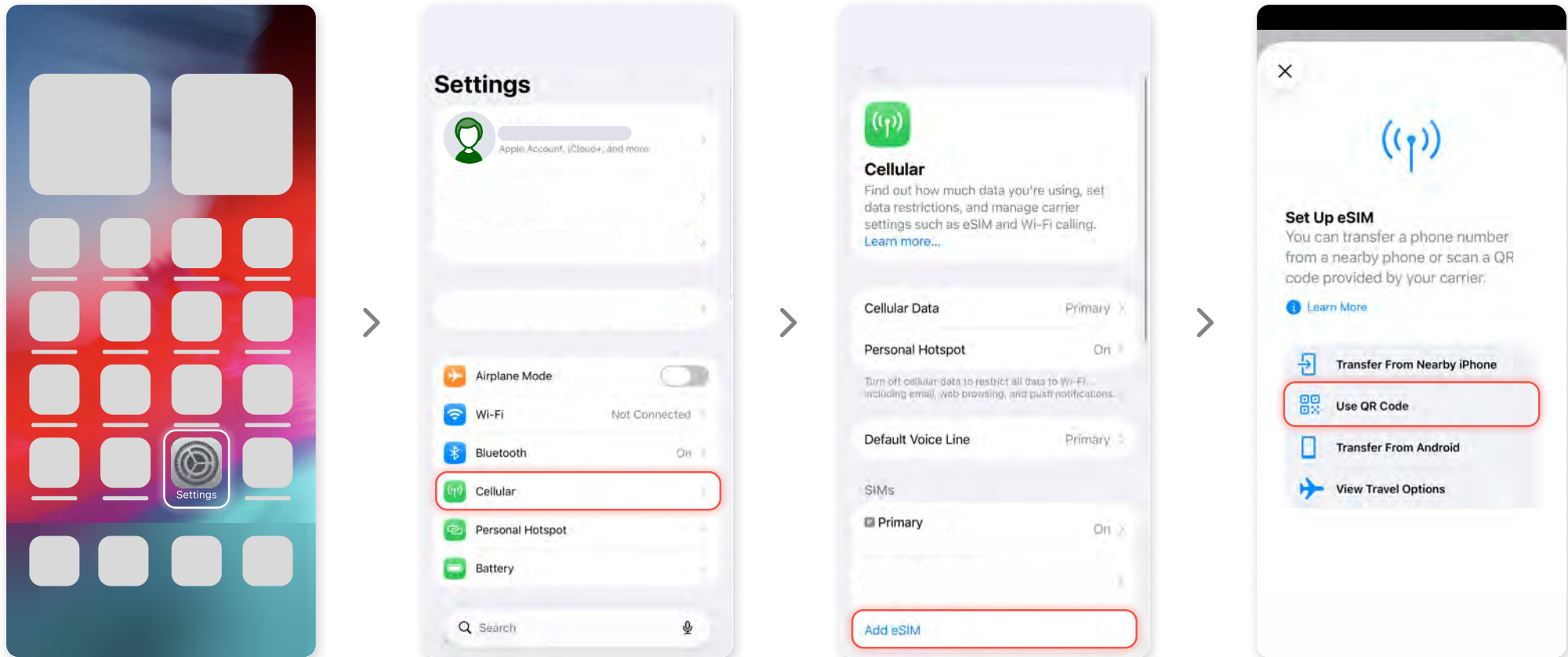
The necessary QR codes and activation codes can be found in your My Page or purchase confirmation email.

You can find the necessary QR code and activation code information for activation in your My Page or in the purchase confirmation email.



2-1. How to manually enter your activation code (for iOS 26)

2-1. How to manually enter your activation code



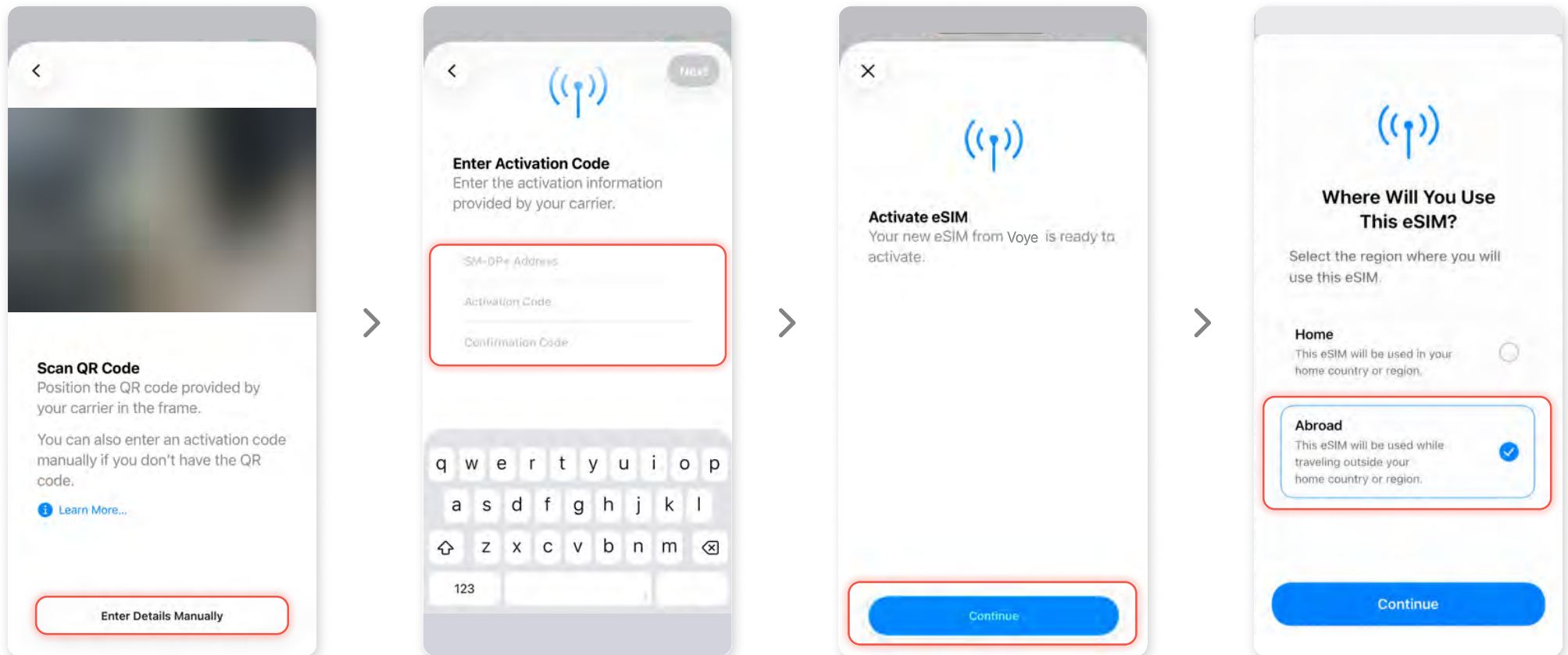
1. Open "Settings"

2. Select "Mobile Data"

3. Select "Add eSIM"

4. Select "Use QR Code"

2-1. How to manually enter the activation code



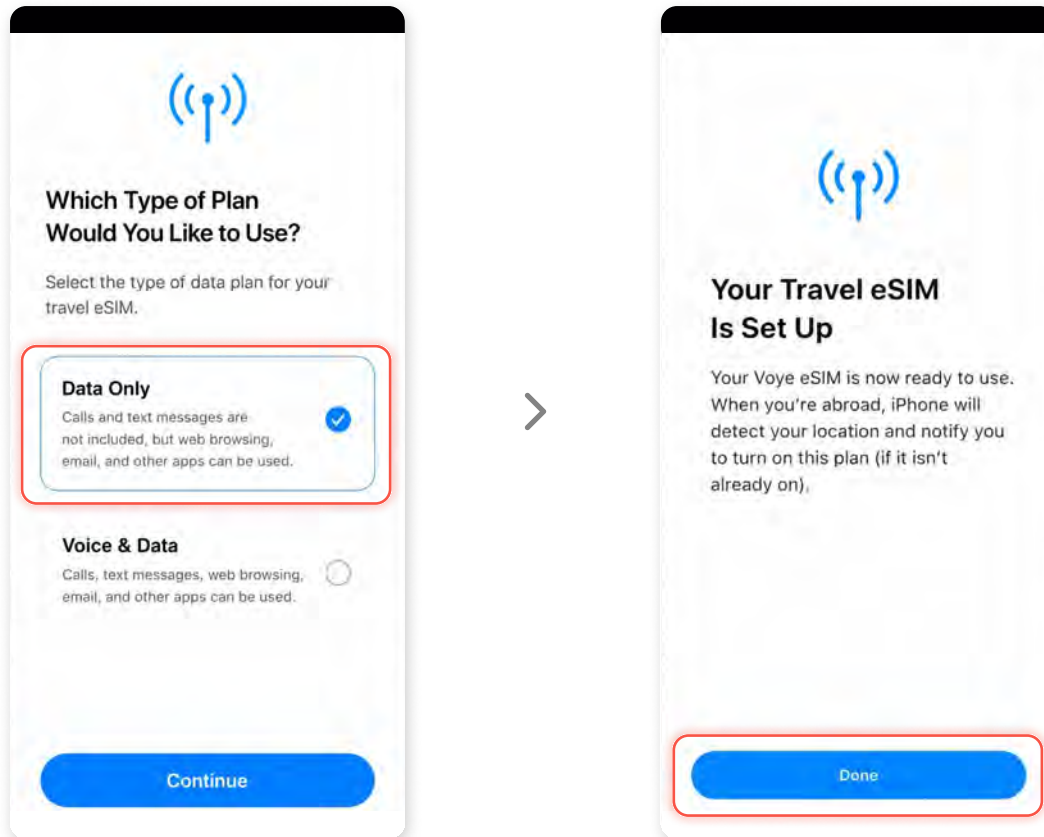
5. Select 'Manually enter detailed information'.

6. Enter the SM-DP+ address and activation code. Please do not enter anything in the confirmation code field.

7. Please tap 'Continue'.
*At this time, installation may take some time depending on the device.

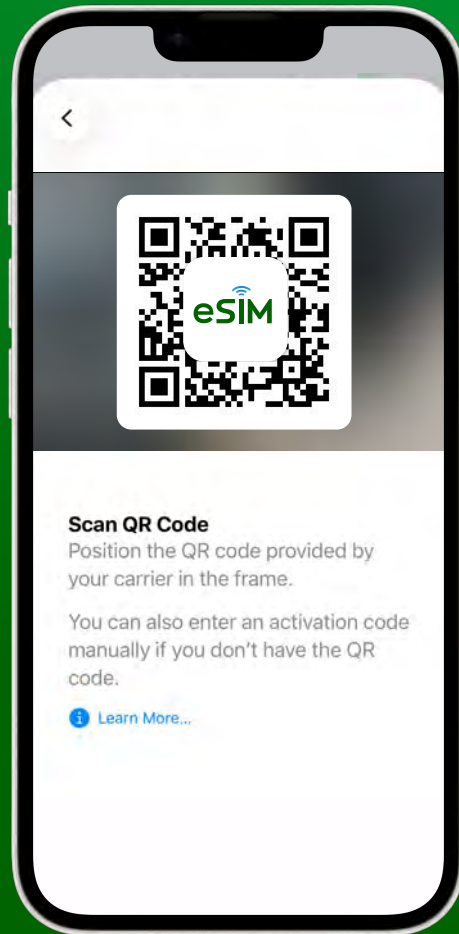
8. Please tap 'Overseas'.

2-1. How to manually enter the activation code



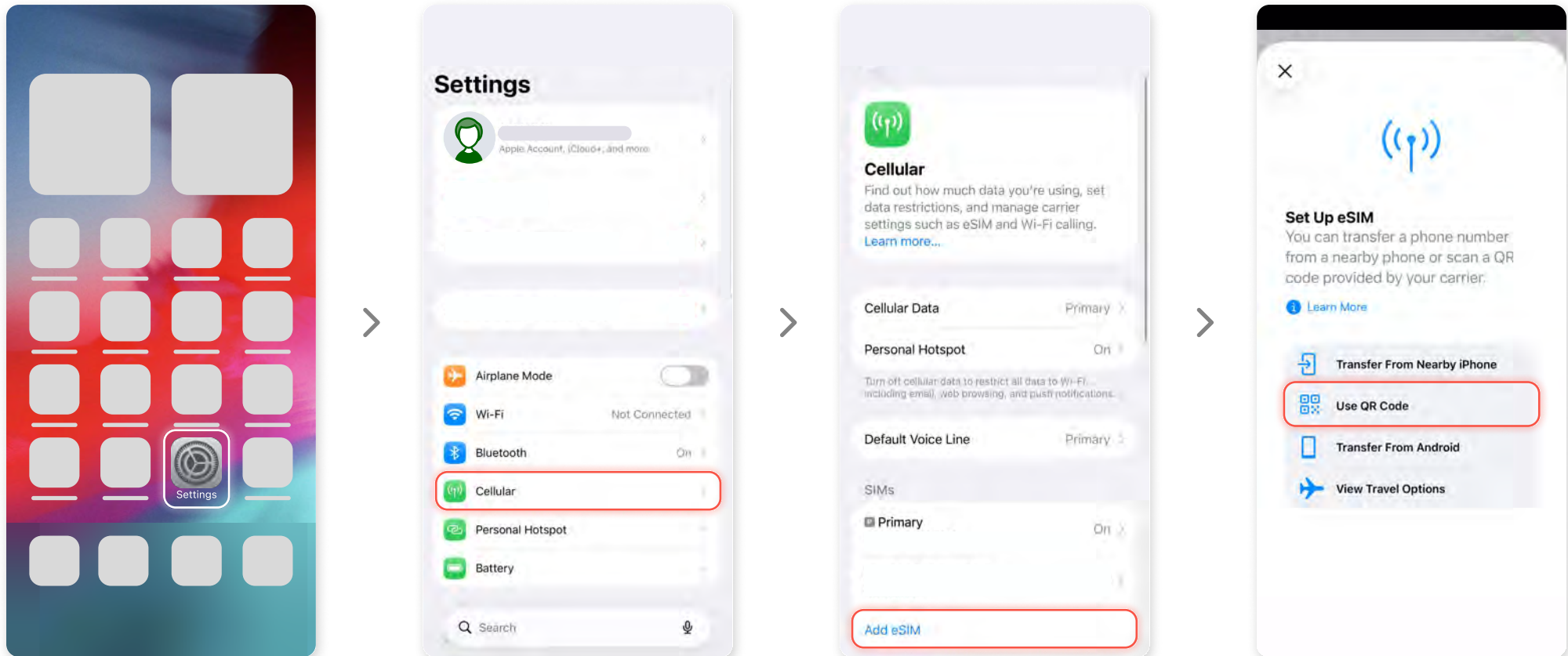
9. Tap on the data plan 'Data Only'.

10. Setup is complete. Tap 'Done' to close the screen.



2-2. How to use QR code (for iOS 26)

2-2. How to use a QR code



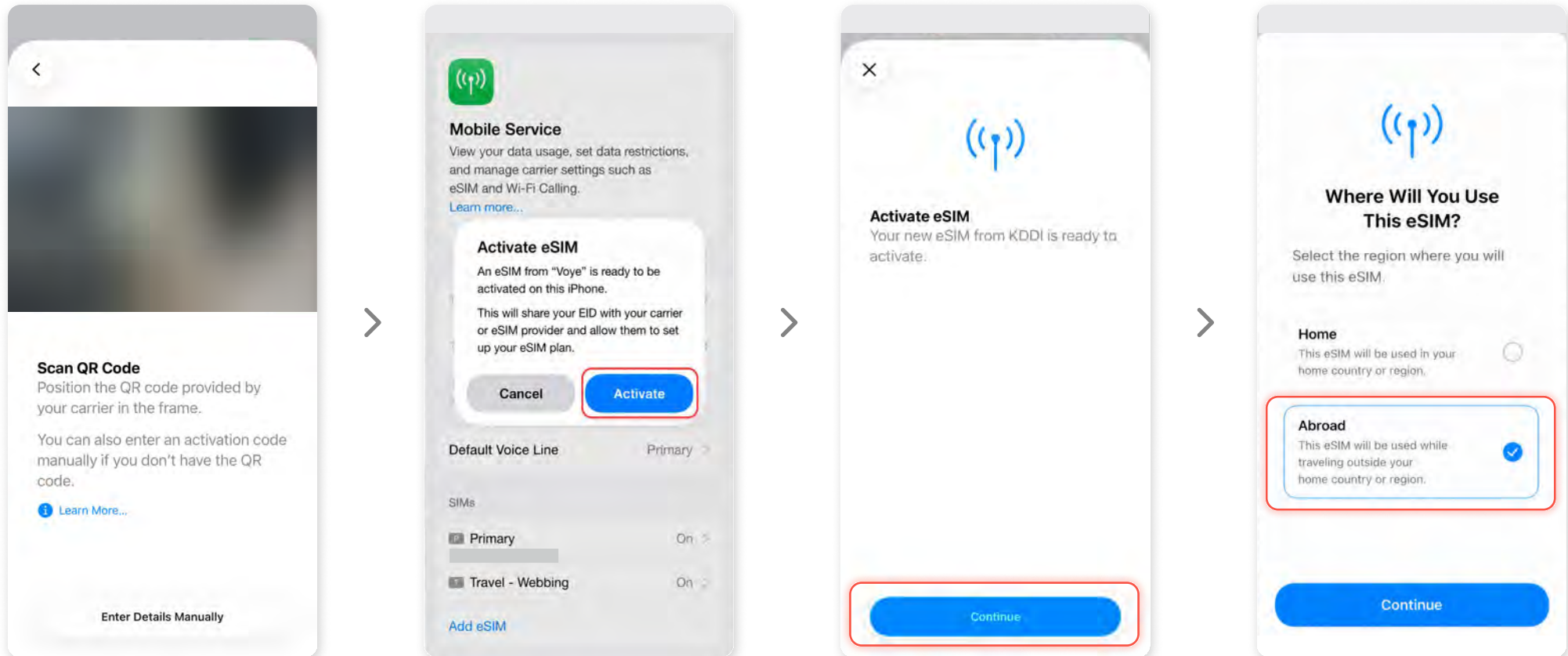
1. Open 'Settings'.

2. Select 'Mobile Data'.

3. Select 'Add eSIM'.

4. Select 'Use QR Code'.

2-2. How to use a QR code



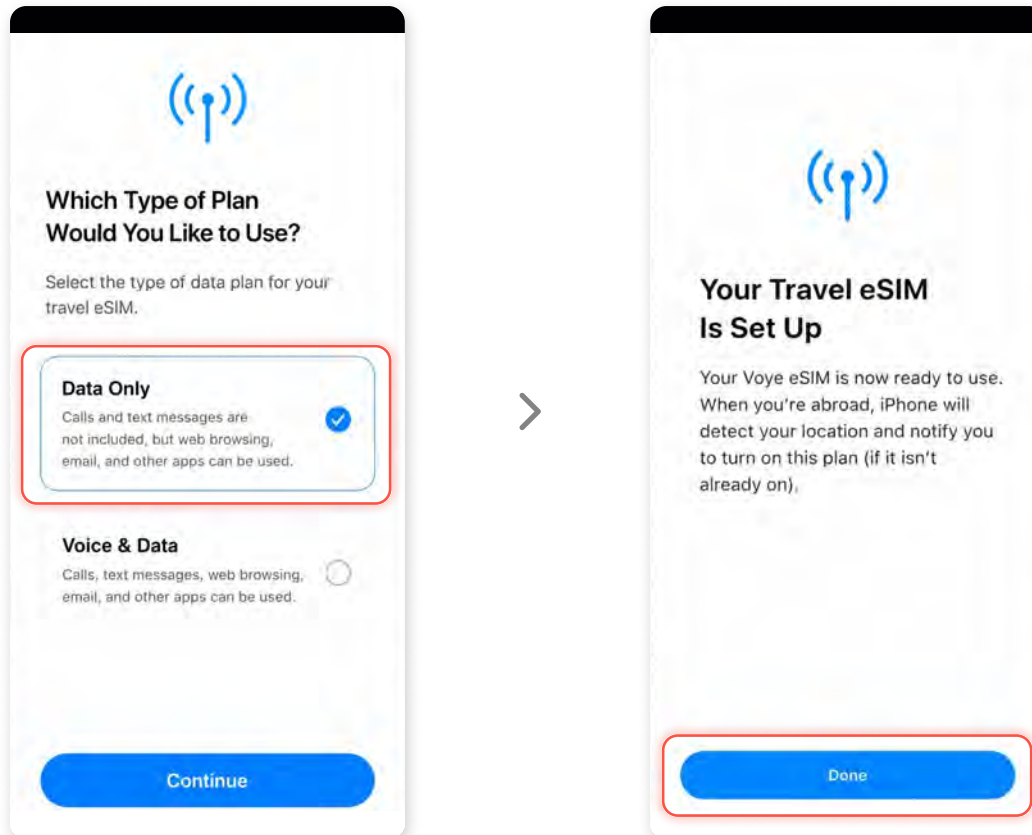
5. Scan the QR code.

6. Please tap 'Activate'
*At this time, installation may take some time depending on the device.

7. Once the installation is complete, tap 'Done'.

8. Please tap 'Overseas'.

2-2. How to use a QR code

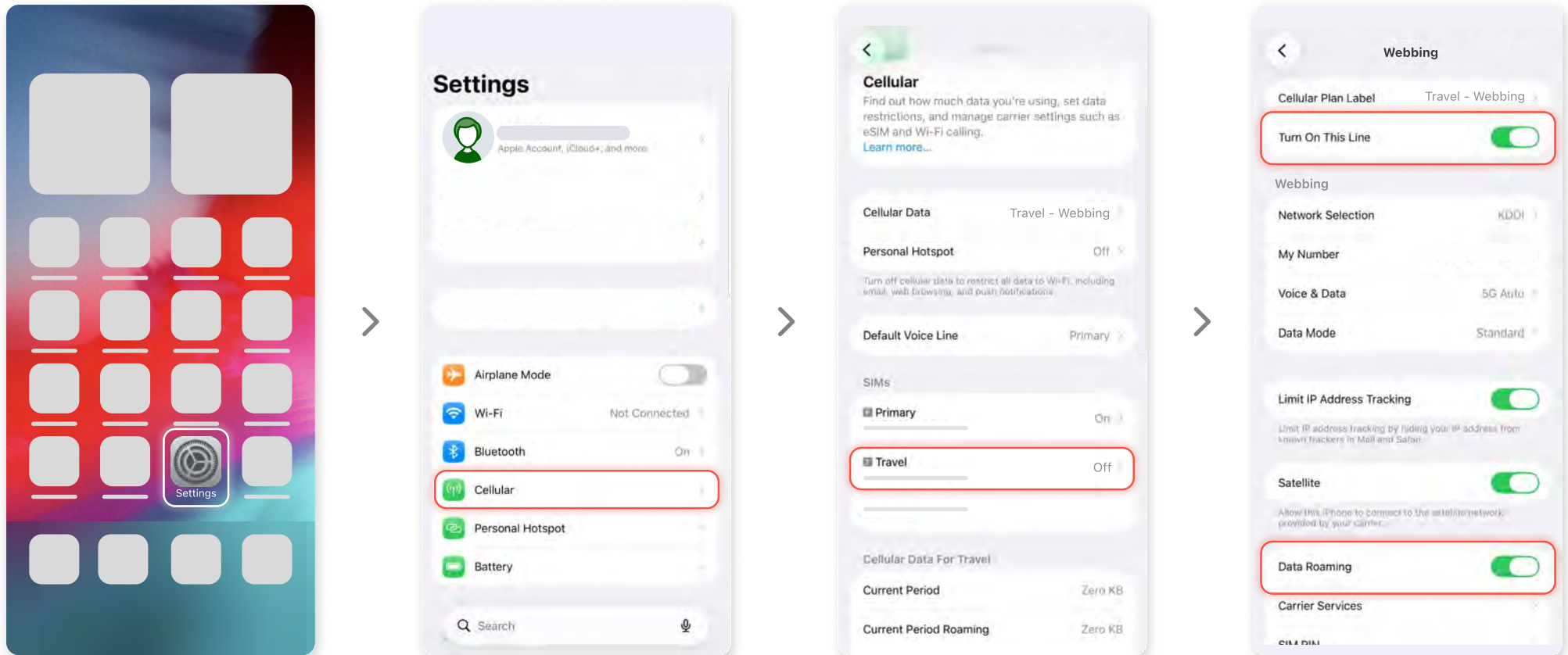


9. Tap on the data plan 'Data Only'.

10. Setup is complete. Tap 'Done' to close the screen.

3. Settings after arrival (for iOS 26)

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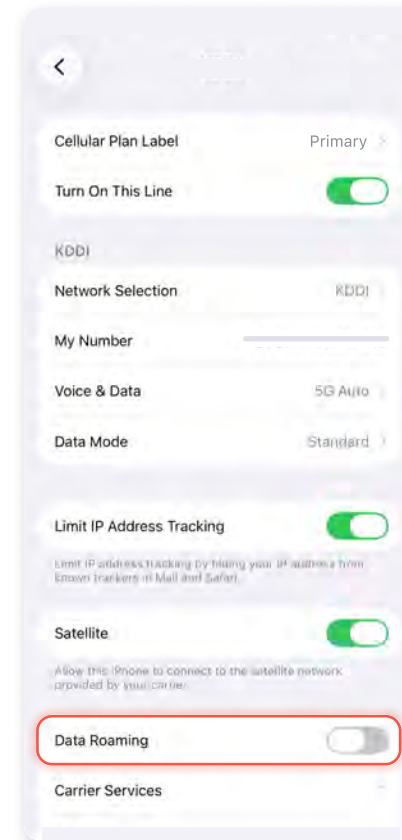
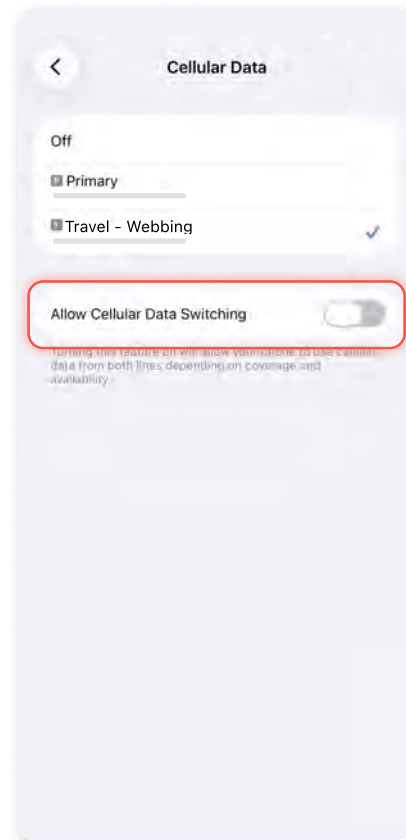
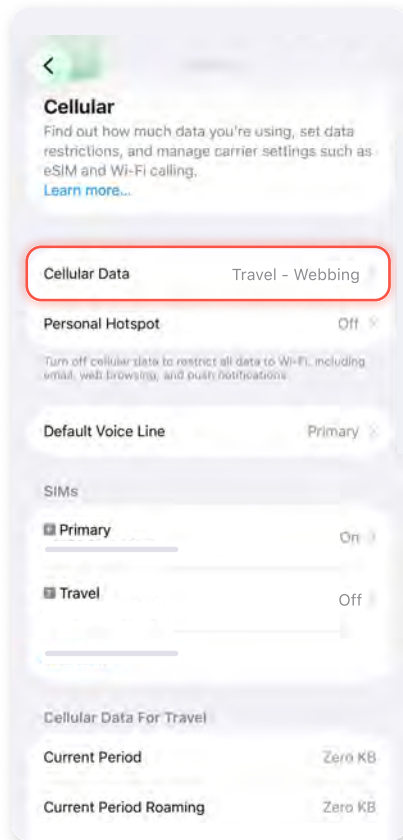
1. Open 'Settings'.

2. Select 'Mobile Communication'.

3. Select the added SIM 'Travel-Webbing'.

4. Enable the options 'Turn on this line' and 'Data Roaming'.

3. Settings after arrival



5. Select 'Mobile Data'.

6. Select the added eSIM and disable 'Allow Switching Mobile Data'.

7. If your regular line supports international roaming, please disable 'Data Roaming'. This will prevent international roaming charges and allow you to use the NAVITIME eSIM for communication within Japan.

4. APN Settings

4. APN Settings

- When using the NAVITIME eSIM, if you cannot connect to the internet or use tethering, please check your APN settings. *On iOS, APN settings are generally configured automatically, so you do not need to set them yourself. *Depending on the device, APN settings may automatically appear in the default options, but there may not be a 5G option. In that case, selecting and setting 4G will allow you to use it.
- For some devices, when using tethering, you may need to add ",dun" to the "APN Type" during APN settings. (In some cases, it may not be added automatically.) *If there are other strings in the APN Type, please do not delete them, but add ",dun". *If you input ",dun" and receive an error stating, "The addition of APN type dun is not permitted by the mobile carrier," please enter ",DUN" in uppercase.

4. APN Settings

- The APN settings will be configured automatically, but if other MVNO settings are present, please delete them using the following method: Settings > General > VPN & Device Management > Delete [Configuration Profile (name varies by MVNO)].

APN Name	wbdata
Username	(Leave blank / No configuration needed)
Password	(Leave blank / No configuration needed)
Authentication Type	PAP or CHAP

6. Frequently Asked Questions

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Q. If the NAVITIME eSIM does not progress past "Activating" or shows "No Service" when installed before departure (within Japan), is that okay?

A. Yes, this is normal behavior, so please don't worry. The NAVITIME eSIM will only become active once connected to the local network at your destination. It is normal for it to display "Activating" or "No Service" when you cannot connect to the network of the target country within Japan. The installation of the eSIM itself is complete, so please do not delete the eSIM or scan the QR code again. Just proceed to your destination, and once you arrive, turn on the eSIM line and "Data Roaming" to start communication.

Q. What should I do if I encounter the error "Cannot add mobile plan from this carrier" when setting up the NAVITIME eSIM?

A. Your device may be SIM-locked. Please check if your device's SIM lock is removed and it is in an "unrestricted" state.

6. Frequently Asked Questions

Q. What should I do if I encounter an error saying 'Cannot activate eSIM' when scanning the NAVITIME eSIM QR code?

A. This error may appear if the internet connection is unstable, causing the eSIM installation to fail. Please try reinstalling in a stable communication environment (such as your home Wi-Fi).

*If the error appears but 'NAVITIME eSIM (or Voye or Webbing)' is added in the device settings, the installation is complete. In that case, do not rescan, and turn on the line after arriving at your destination.

Q. What should I do if I encounter an error saying 'Could not set up eSIM' when setting up NAVITIME eSIM?

A. First, check if 'NAVITIME eSIM (or Voye or Webbing)' is added in the device settings. If it is not added, please restart the device and try reading the QR code again or manually install it.

*This error may also occur if the device's SIM lock is not released.

6. Frequently Asked Questions

Q. I arrived at my destination but cannot connect to the internet. What should I do?

A. The NAVITIME eSIM provided by Voye cannot connect unless 'Data Roaming' is turned ON. Please ensure the following settings are correct:

[iOS (iPhone)]

Go to [Settings] > [Cellular] > [SIM] and select 'NAVITIME eSIM', then turn ON 'Enable this line'. Also, turn ON 'Data Roaming' on the same screen. Return to [Settings] > [Cellular] and set 'Cellular Data' to 'NAVITIME eSIM'.

*Make sure to turn OFF data roaming for the main line in Japan to avoid high charges.

[Android]

Go to [Settings] > [Network & Internet] > [SIM] (or [Mobile Network]), select 'NAVITIME eSIM' and turn ON 'Use eSIM'. Also, turn ON 'Roaming' on the same screen. Ensure 'Mobile Data' is set to 'NAVITIME eSIM' on the same screen.

*Make sure to turn OFF data roaming for the main line in Japan to avoid high charges.

*The added eSIM may appear as 'Voye' or 'Webbing'.

Q. What should I do if the process gets stuck on 'Fetching information' while reading the eSIM QR code?

A. The device's communication state may be unstable. Please restart the device and try reading the QR code again.

6. Frequently Asked Questions

Q. What should I do if I encounter an error saying 'Cannot add mobile plan' / 'Cannot add eSIM' / 'There is a problem with the eSIM' when setting up NAVITIME eSIM?

A. Please check the following points:

- Confirm if the eSIM has been added multiple times: Ensure that you or a third party have not installed the target eSIM on your device or another device. The QR code (activation code) can only be used once.
- Check the communication environment: This error may occur if the Wi-Fi connection drops during installation. Please set it up in a stable Wi-Fi environment.

Q. What should I do if I encounter an error saying 'Cannot complete the mobile plan change' when setting up NAVITIME eSIM?

A. This error can be caused by various factors, but please check the following items to see if it improves:

- Check if the number of eSIMs installed on the device has reached the limit. If it has, try deleting an unnecessary eSIM.
- Ensure that the device's Wi-Fi connection and other networks are turned ON.
- Confirm that the target eSIM is not installed on another device.
- Ensure that the internet connection is stable while installing the eSIM.

6. Frequently Asked Questions

Q. What should I do if I can't tether?

A. The following causes may be considered:

- Tethering (Internet sharing/Hotspot) on the device is not turned ON.
- The APN settings have not been completed. Please check the APN settings mentioned in this PDF. (Note: Some Android devices may require adding ",dun" to the APN type.)

If the above does not resolve the issue, please try toggling airplane mode ON/OFF or restarting the device.

Q. What should I do if the internet speed is slow?

A. It is likely due to congestion in the local communication network or being in an area with poor signal reception. Please try the following steps in order:

- Toggle airplane mode ON/OFF
- Restart the device

If the issue persists, please contact customer support to check the communication status.

6. Frequently Asked Questions

Q. What should I do if I see the error message "Failed to authenticate PDP"? (This is a specific error for iPhone.)

- A. This is a configuration error when the iPhone connects to the network. Please try the following steps in order:
- Toggle Airplane Mode ON/OFF and restart the device.
 - Reset network settings ([Settings] > [General] > [Transfer or Reset iPhone] > [Reset] > [Reset Network Settings]).
- * Please note that resetting network settings will erase saved Wi-Fi passwords and Bluetooth settings.

Q. How can I check FAQs not listed in this PDF or contact customer support?

- A. Please check the following page.

<https://transit.navitime.com/ja/esim/support/>

Or please contact us at the following email address.

support@voyeglobal.com

User support is provided by Voyer Global Connectivity Ltd. When contacting us, please include that you purchased the NAVITIME eSIM and your order number (the string starting with GES found in your purchase confirmation email or on your account page).