

eSIM FAQ on Samsung Gear S3 frontier (LTE)

INTRODUCTION

1. What is an eSIM service?

The term "e-SIM" relates to a new SIM standard being promoted by the GSMA and will be used across all network operators worldwide in the future. It will come in the form of an embedded SIM card, one that cannot and need not be removed from a device - something that consumer electronics manufacturers are also keen to adopt for connected items around the house as part of the Internet of Things. A new SIM will not be required, nor should there be any time delay in switching the e-SIM to its new purpose. There will also be no physical swapping over required by the user.

2. Is Gear S3 frontier (LTE) 3G the first eSIM device?

Yes, this will be the first eSIM product and implementation is based on GSMA phase.

3. Why do I need eSIM profile on my Gear S3 frontier (LTE)?

Network operator's eSIM profile is equivalent to your conventional SIM card that contains all personal SIM information. The eSIM profile allows the Gear S3 frontier (LTE) to connect to your network operator to send and receive calls, SMS, and access apps, independently without Bluetooth® pairing to your smartphone.

This excludes the Bluetooth® version of Gear S3 frontier which requires a smartphone to make calls.

ACTIVATION

4. How do I activate the eSIM Profile on Gear S3 frontier (LTE)?

The eSIM needs to be activated via a phone/tablet that supports the Samsung Gear app (for Samsung Gear S3 frontier (LTE)) by scanning the QR code provided in the eSIM activation voucher where the information of the eSIM will be downloaded onto the wearable for activation.

The eSIM activation voucher is currently only available at SingTel and StarHub upon subscription of its mobile plan.

Compatibility between Samsung Gear app (for Samsung Gear S3 frontier (LTE)) and your mobile phone is subjected to Samsung's specifications. Depending on its compatibility, additional app plug-ins may be required. Please call 1800-samsung for more information or visit the website www.samsung.com.sg/GearS3 for detail guide.

5. How long does it take to download a profile?

Download speeds vary depending on your network connection.

6. When I travel to a foreign destination and I have selected the foreign operator profile to get local data rate: Will the home network profile be deleted from the eSIM, or is it retained as the default network profile on the eSIM in a disabled mode?

The eSIM supports multi-profile management. You can deactivate your home network and choose to activate the foreign operator.

7. How do I activate the home network profile again?

For the current phase, the re-activation of the “home” network operator profile is not automatic but triggered by a manual end-user request. You need to re-download and activate the profile again.

8. I would like to switch to a new network operator. Can I change the eSIM profile on the wearable?

Yes, you can delete the eSIM profile and download the new eSIM profile from the activation voucher given to you by the new network operator.

9. Is there any protection in the eSIM to prevent the profile from being accidentally removed?

The deletion of the profile in the eSIM is protected via a confirmation message request on the primary phone device on wearable to end-user to prevent accidental deletion.

10. Can I use other “QR code” app instead of Samsung Gear app to scan Voucher?

No, this is not supported at this phase.

11. What other Samsung devices are eSIM-enabled?

Currently, only Samsung Gear S3 frontier (LTE) is eSIM-enabled.

12. I accidentally reset the eSIM on the Samsung Gear S3 frontier (LTE). How do I download my eSIM profile again?

You can download your eSIM profile again by scanning the same QR code in the activation voucher provided by your network operator. We advise that you keep the eSIM activation voucher safely in case you should need it.

13. I have trouble downloading my eSIM profile, what should I do?

You can attempt to download again by scanning QR code in the eSIM activation voucher. For more assistance, please contact your respective network operators.

14. I cannot locate my eSIM activation voucher. How can I download my eSIM profile again?

You can request for a new eSIM activation voucher from your network operator. Prevailing charges for SIM card replacement may apply.

15. I bought a new Gear S3 frontier (LTE) to use with an existing eSIM. Can I use my existing eSIM activation voucher again to activate my new Gear S3 frontier (LTE)?

No. You need to request for a new activation voucher to activate your new Gear S3 frontier (LTE).

OPERATOR RELATED SERVICES

16. When I sign up with Gear S3. What are the basic tariff plans provided and Is Multi-SIM supported?

For Starhub, user will require to subscribe to a mobile service line with Multi-SIM plan. The service eligibilities are:

- Customer type: Consumer/CIS
- Mobile: New / Recontract / Existing Mobile line Plan
- Multisim: New/Existing

For SingTel, user will choose either to subscribe to a mobile service line with Mobile share plan or to subscribe to a Sim Only Plan. The service eligibilities are:

- Customer type: Consumer/CIS
- Mobile: New / Recontract / Existing Mobile line Plan

17. What do I need to do if I want to port-in my mobile number to another network operator?

You will need to ensure that the network operator supports eSIM and you will require to perform the following:

- Delete your current operator profile from your device menu
- Purchase new eSIM voucher.
- Perform necessary activation process to downloads a new profile
- Manage the number portability as for physical SIMs

18. Does the eSIM support VOLTE?

Yes, VOLTE is available with 4G ClearVoice eSIM to compliment your experience on the Samsung Gear S3 (LTE) which supports 4G ClearVoice.

19. Can I sign up data roaming on my Gear S3 frontier (LTE)?

Yes. For more assistance, please contact your respective network operators.

OTHER QUESTIONS

20. What should I do if I sell or pass on my Gear S3 frontier (LTE) to a friend?

You should delete your eSIM profile by resetting your eSIM and terminate your operator tariff plan tied to Gear S3 frontier (LTE). If your Gear S3 frontier (LTE) has your eSIM profile, the usage incurred on the wearable will still be billed to you.

21. My Gear S3 frontier (LTE) was stolen/lost. What should I do?

Please contact your respective network operators immediately to report the loss. The mobile line will be temporarily disconnected to prevent unauthorised usage. Alternatively, you may visit your respective network operators to report the loss of your Gear S3 Frontier (LTE). Please bring along your original documents for identification and verification, and indicate that you are cancelling the existing eSIM activation voucher and getting a replacement of a new eSIM activation voucher.

22. If I purchase Gear S3 frontier (LTE) without an active subscription, Will I be able to use via Bluetooth® connection?

Yes, without an active mobile network connection, Gear S3 frontier (LTE) will function as a companion device with your phone.

23. I'm unable to connect to my Gear S3 frontier (LTE) or 3G network LTE. What should I do?

From the Apps screen on your phone, please tap Settings and check under Connections that your internet connection and MMS connection are correct and ensure that your mobile data is turned on.

If you are still unable to connect, please contact your respective network operators.

24. Does Gear S3 frontier (LTE) have a browser to surf the net?

The Gear S3 frontier (LTE) doesn't have access to web browsers but has the capability of downloading apps from the Galaxy Apps. You can use these apps directly from your Gear S3 frontier (LTE).

25. Can I reply and delete emails on Gear S3 frontier (LTE), I am using a non Samsung phone?

Email support is limited to notifications on non-Samsung phones. Notifications, reply and delete functions are supported only on Samsung phones.

Security

26. What should I do if I forget the security PIN code that I set on Gear S3 frontier (LTE)?

You may reset your wearable by signing remotely to your Samsung account and go to Samsung Gear app and find option via Find My Gear > Control remotely and Reset Gear. Alternatively, you may go to <http://findmymobile.samsung.com>. After reset, please re-pair to your phone again.

To back up your data on your wearable, you will need to connect to the primary phone device via Bluetooth® and access the Samsung Gear app > About Gear > Backup and restore.

IOS compatibility

27. Will Gear S3 frontier (LTE) work with Apple iPhones?

Gear S3 frontier (LTE) is compatible with iOS 9.0 and above. These shall include the iPhone 5, iPhone 5S, iPhone 5C, iPhone 6, iPhone 6+, iPhone 6S, iPhone 6S+, iPhone 7, iPhone 7+ and iPhone SE. Compatibility with the iOS platform is available in markets where Gear devices are currently being sold.

28. How can I connect my iOS device to Gear S3 frontier (LTE)?

To connect a compatible iOS device to a Gear device, users will need to download the Samsung Gear S app for Gear S3. Once the app is downloaded, users will be guided through steps to complete pairing with a compatible Samsung wearable.

29. Which features will be available to iOS users on the Gear S3 frontier (LTE)?

- Features and functions will vary by device. Users of compatible iOS devices will be able to receive notifications and make calls on their. In addition, Gear S3 frontier (LTE) will be able to access S Health app and track fitness activities with the Alti-barometer and Speedometer apps.
- Users that own a compatible iOS device and the Gear Fit2 will be able to automatically track exercises including walking, running, cycling, and use of elliptical and rowing machines. They will also be able to track heart rate and sleep.
- For more detail, please visit <http://www.samsung.com/global/galaxy/>