

HOW TO INSTALL YOUR eSIM

eSIM Installation: [Apple](#) | [Samsung](#) | [Google](#) | [Other Android](#)

|| [Prepay Plan Setup](#)

Apple eSIM Installation

This can be done before travelling to New Zealand or on arrival via wi-fi. This only takes a few minutes and can be done at the airport, if needed, using the free wi-fi.

Quick install: iOS 17.4 and above

1. Tap the "Apple Install" button in the email you received or at My eSIMs on our website.

QR Code install

Option 1: Scan QR code from another device

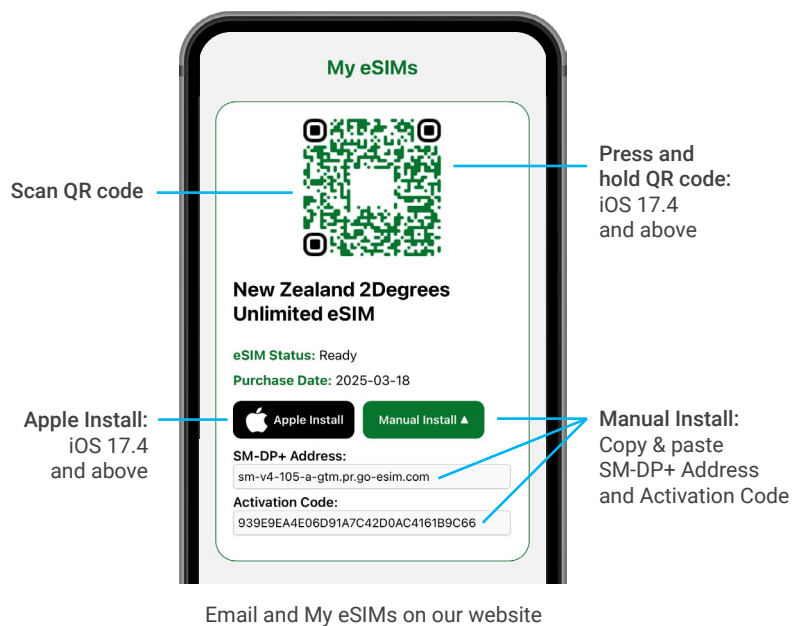
1. Go to Settings > Mobile Service > Tap "Add eSIM" > Click "Use QR Code".
2. Scan the QR code in the email you received or at My eSIMs on our website to install your eSIM.

Option 2: Press and hold QR code (iOS 17.4 and above)

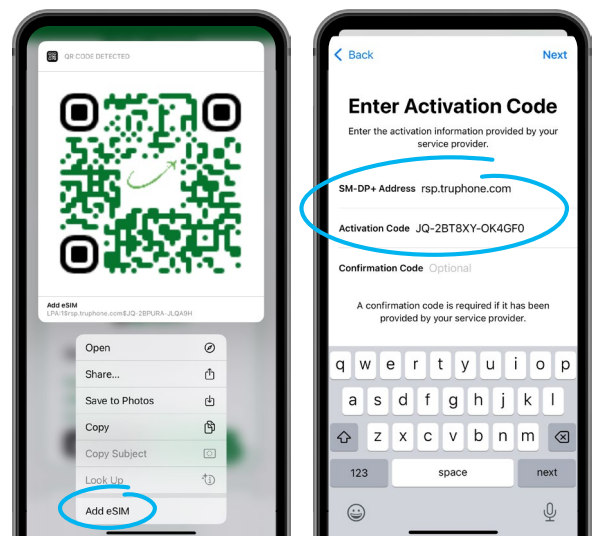
1. Tap and hold on the QR code in the email you received or at My eSIMs on our website.
2. Tap "Add eSIM"

Manual install

1. Go to Settings > Mobile Service > Tap "Add eSIM" > Click "Enter Details Manually".
2. Copy and paste the SM-DP+ Address and Activation Code from the email you received or at My eSIMs on our website



Email and My eSIMs on our website



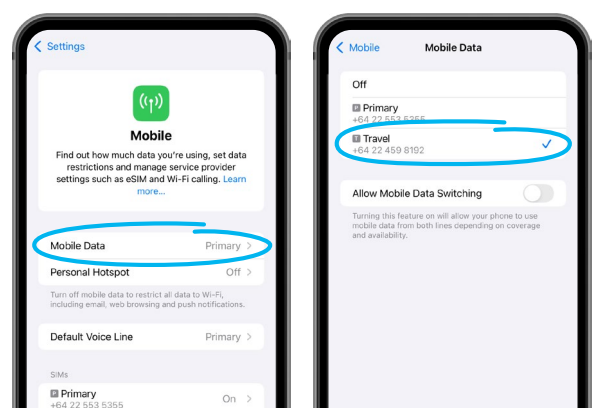
iOS 17.4 and above: Press and hold QR code

Manual installation

Activation and SIM Management

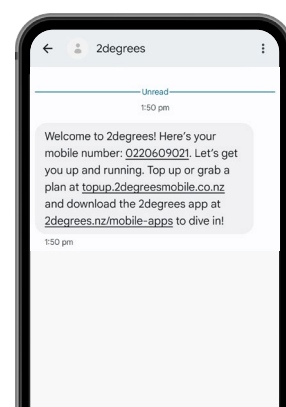
To activate your eSIM you must be in New Zealand, as it needs to connect to the 2degrees network.

1. If you have not already changed your Mobile Service settings during installation, or need to change them again. Go to Settings > Mobile Service.
2. Tap Mobile Data and select your 2degrees eSIM.
3. Turn off wi-fi, and turn on data to connect to the 2degrees network.
4. If the eSIM does not activate immediately
 - a. Turn data on for 10 seconds and then restart your mobile.
 - b. If you have any further issues please visit a 2degrees store. A list of all the 2degrees stores are at 2degrees.nz/store-locator
 - c. Or call 0800 022 022 from another phone.
5. Once connected you will receive a text message, welcoming you to 2degrees, confirming your phone number, and inviting you to purchase a prepay plan.
6. Wait to receive the activation text message before you top up. This will ensure your top up will be applied to your new number correctly.
7. Your activated eSIM includes a free 100mb of data, so you can get online and purchase a plan, even if you don't have access to wi-fi.



SIM activation: Tap Mobile Data

Select eSIM



2degrees welcome text



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If you're having some trouble installing or activating your eSIM, contact our support team through our website.

SAMSUNG INSTALLATION

eSIM Installation: [Apple](#) | [Samsung](#) | [Google](#) | [Other Android](#)

|| [Prepay Plan Setup](#)

Samsung eSIM Installation

This can be done before travelling to New Zealand or on arrival via wi-fi. This only takes a few minutes and can be done at the airport, if needed, using the free wi-fi.

Option 1: Scan QR code from another device

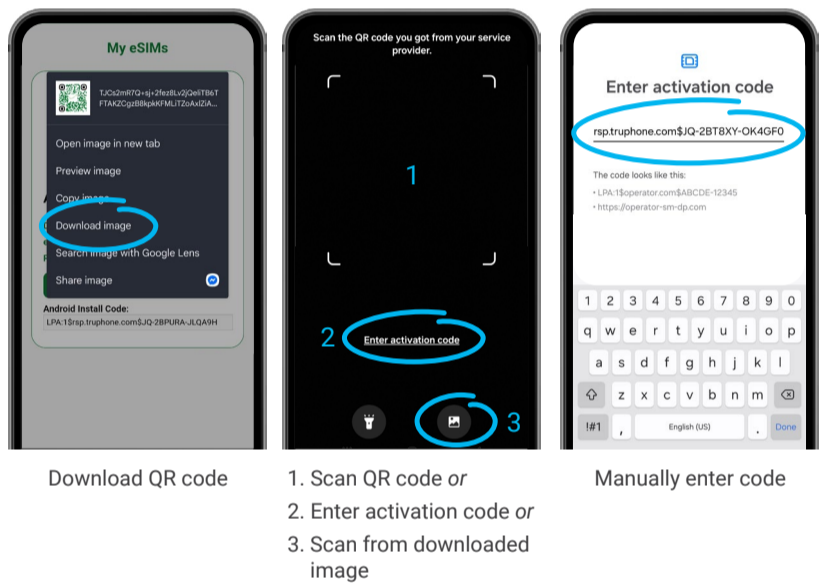
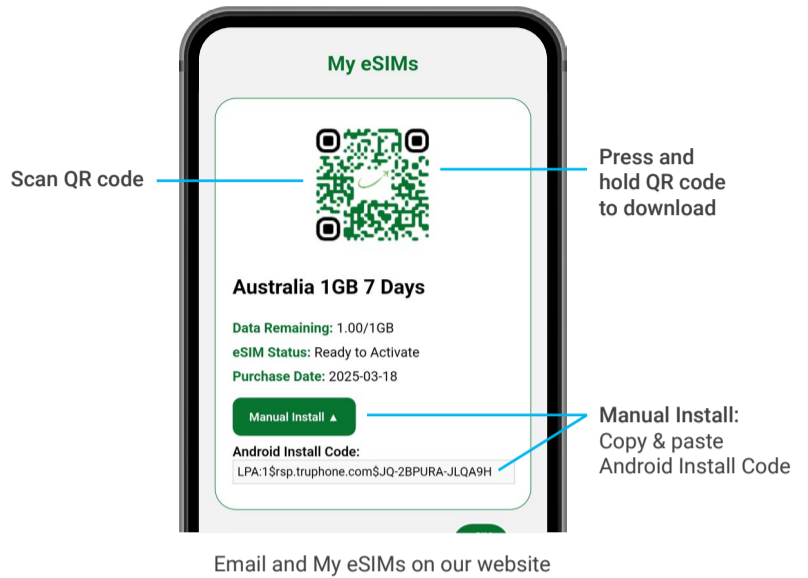
1. Open your QR code scanner and scan the QR code in the email you received or at My eSIMs on our website to install your eSIM.

Option 2: Save QR code to device

1. Press and hold on the QR code in the email you received or at My eSIMs on our website and select "Download image".
2. Go to Settings > Connections > SIM manager > Add eSIM > Add using QR code.
3. Tap on image button at bottom right of screen.
4. Select downloaded QR code.

Option 3: Manually enter activation code

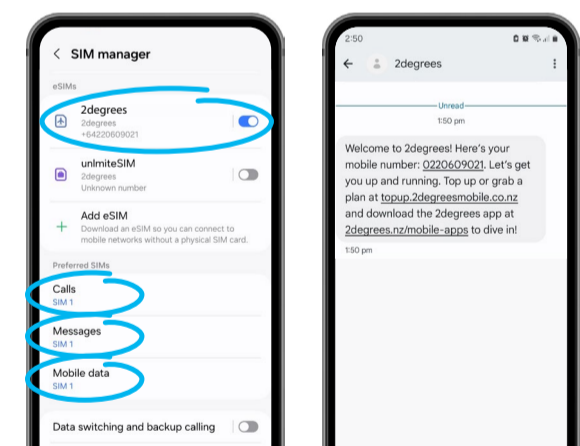
1. Press and hold on the Android Install Code in the email you received or at My eSIMs on our website and select "Copy".
2. Go to Settings > Connections > SIM manager > Add eSIM > Add using QR code.
3. Tap on "Enter activation code"
4. Paste the code, or type it in manually if you prefer.
5. Once the code has been recognised, tap "Add".



Activation and SIM Management

To activate your eSIM you must be in New Zealand, as it needs to connect to the 2degrees network.

1. Go to Settings > Connections > SIM manager.
2. Tap the toggle switch next to your 2degrees eSIM to turn it on. Check that Mobile data, Messages and Calls are also set to your 2degrees eSIM.
3. Turn off wi-fi, and turn on data to connect to the 2degrees network.
4. If the eSIM does not activate immediately
 - a. Turn data on for 10 seconds and then restart your mobile.
 - b. If you have any further issues please visit a 2degrees store. A list of all the 2degrees stores are at [2degrees.nz /store-locator](https://www.2degrees.nz/store-locator)
 - c. Or call 0800 022 022 from another phone.
5. Once connected you will receive a text message, welcoming you to 2degrees, confirming your phone number, and inviting you to purchase a prepay plan.
6. Wait to receive the activation text message before you top up. This will ensure your top up will be applied to your new number correctly.
7. Your activated eSIM includes a free 100mb of data, so you can get online and purchase a plan, even if you don't have access to wi-fi.



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GOOGLE INSTALLATION

eSIM Installation: [Apple](#) | [Samsung](#) | [Google](#) | [Other Android](#)

|| [Prepay Plan Setup](#)

Google eSIM Installation

This can be done before travelling to New Zealand or on arrival via wi-fi. This only takes a few minutes and can be done at the airport, if needed, using the free wi-fi.

Option 1: Scan QR code from another device

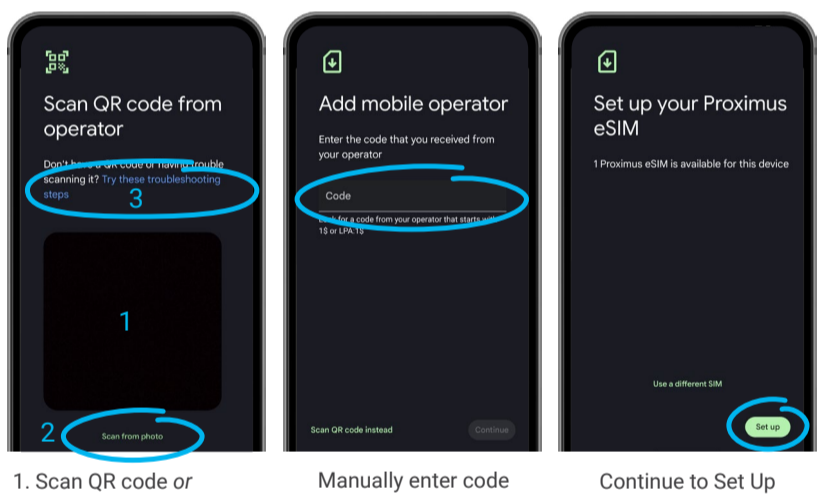
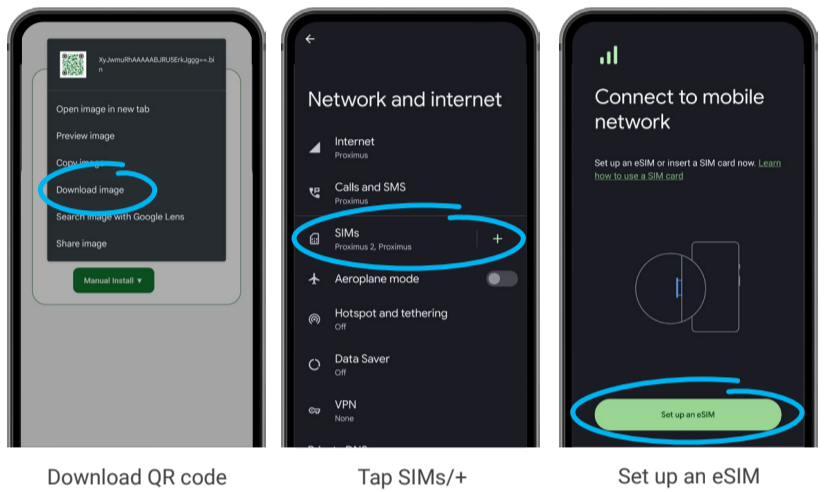
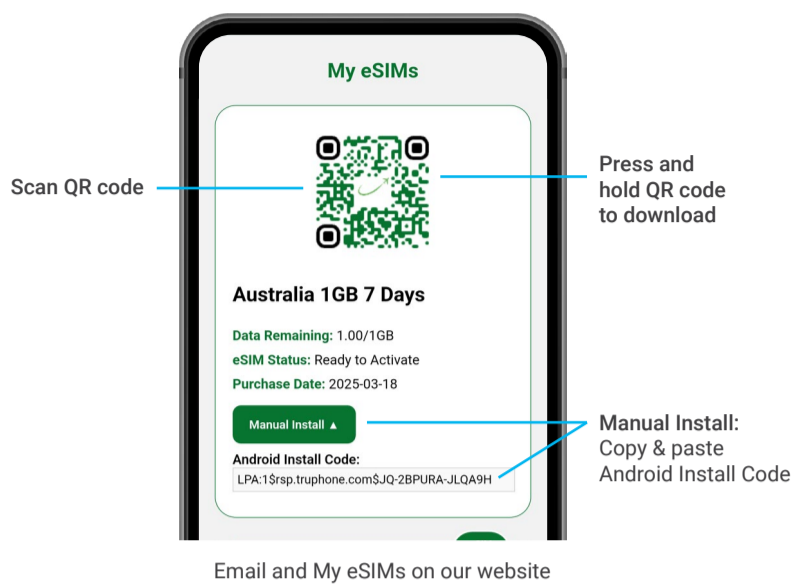
1. Go to Settings > Network & internet > SIMs > Add SIM (or "Add more" if you already have SIMs or eSIMs installed) > Set up an eSIM.
2. Use your camera to scan the QR code in the email you received or at My eSIMs on our website to install your eSIM.
3. Tap "Set Up".
4. On the "Activate your eSIM" screen, tap "Settings" at the bottom right and follow the activation prompts.

Option 2: Save QR code to device

1. Press and hold on the QR code in the email you received or at My eSIMs on our website and select "Download image".
2. Go to Settings > Network & internet > SIMs > Add SIM (or Add more if you already have SIMs or eSIMs installed) > Set up an eSIM.
3. Tap on "Scan from photo".
4. Select downloaded QR code.
5. Tap "Set Up".
6. On the "Activate your eSIM" screen, tap "Settings" at the bottom right and follow the activation prompts.

Option 3: Manually enter activation code

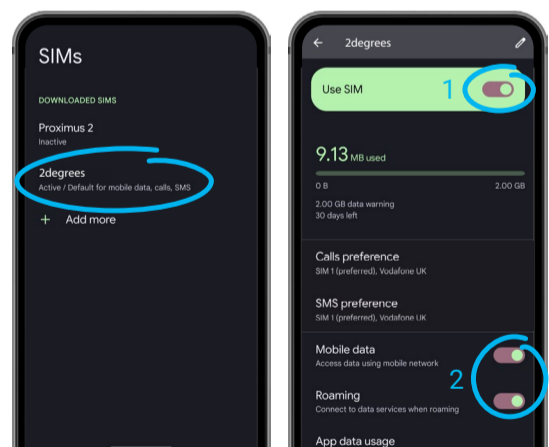
1. Press and hold on the Android Install Code in the email you received or at My eSIMs on our website and select "Copy".
2. Go to Settings > Network & internet > SIMs > Add SIM (or Add more if you already have SIMs or eSIMs installed) > Set up an eSIM.
3. Tap on the blue text "Try these troubleshooting steps". Then tap "Enter it manually".
4. Paste the code, or type it in manually if you prefer.
5. Tap "Set Up".
6. On the "Activate your eSIM" screen, tap "Settings" at the bottom right and follow the activation prompts.



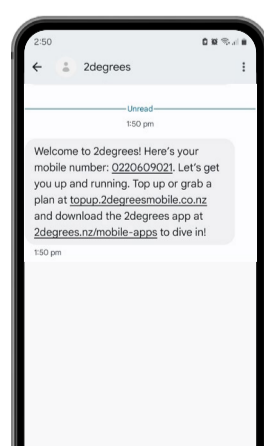
Activation and SIM Management

To activate your eSIM you must be in New Zealand, as it needs to connect to the 2degrees network.

1. If you did not go directly there after adding esim: Go to Settings > Network & internet > SIMs.
2. Tap on the 2degrees eSIM you would like to activate.
3. Toggle the Use SIM slider to On.
4. Toggle on both "Mobile data" and "Roaming" if not already turned on.
5. Turn off wi-fi, and turn on data to connect to the 2degrees network.
6. If the eSIM does not activate immediately
 - a. Turn data on for 10 seconds and then restart your mobile.
 - b. If you have any further issues please visit a 2degrees store. A list of all the 2degrees stores are at [2degrees.nz /store-locator](https://www.2degrees.nz/store-locator)
 - c. Or call 0800 022 022 from another phone.
5. Once connected you will receive a text message, welcoming you to 2degrees, confirming your phone number, and inviting you to purchase a prepay plan.
6. Wait to receive the activation text message before you top up. This will ensure your top up will be applied to your new number correctly.
7. Your activated eSIM includes a free 100mb of data, so you can get online and purchase a plan, even if you don't have access to wi-fi



- SIM activation: Choose the SIM to activate.
1. Toggle the Use SIM on
 2. Toggle on both Mobile data and Roaming on



2degrees welcome text



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ANDROID INSTALLATION

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Other Android eSIM Installation

This can be done before travelling to New Zealand or on arrival via wi-fi. This only takes a few minutes and can be done at the airport, if needed, using the free wi-fi.

Option 1: Scan QR code from another device

1. Go to Settings > "Connections" or "Network & Internet" > "SIM card manager" or "Mobile network".
2. Look for the option to "Add eSIM" or "Download a SIM".
3. Tap "Scan QR code".
4. Use your camera to scan the QR code in the email you received or at My eSIMs on our website to install your eSIM.
5. Follow the onscreen instructions to finish setting up your eSIM.

Option 2: Save QR code to device

1. Press and hold on the QR code in the email you received or at My eSIMs on our website and select "Download image".
2. Go to Settings > "Connections" or "Network & Internet" > "SIM card manager" or "Mobile network".
3. Look for the option to "Add eSIM" or "Download a SIM".
4. Tap "Scan QR code".
5. Tap on the image button at bottom right of screen or "Scan from photo".
6. Select downloaded QR code.
7. Follow the onscreen instructions to finish setting up your eSIM.

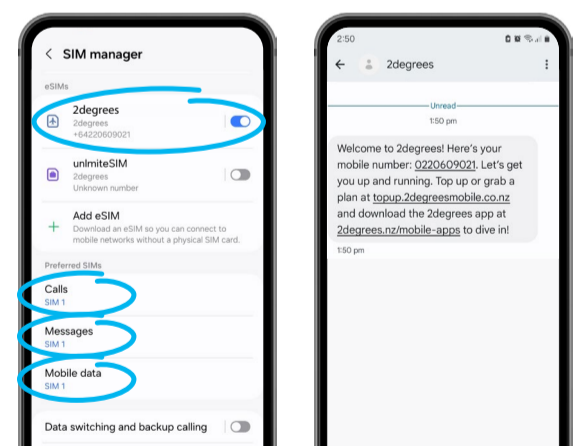
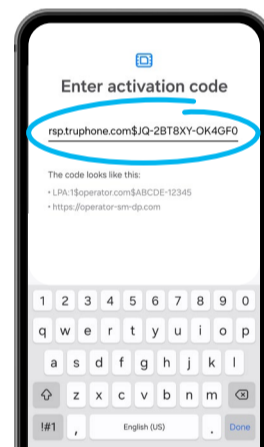
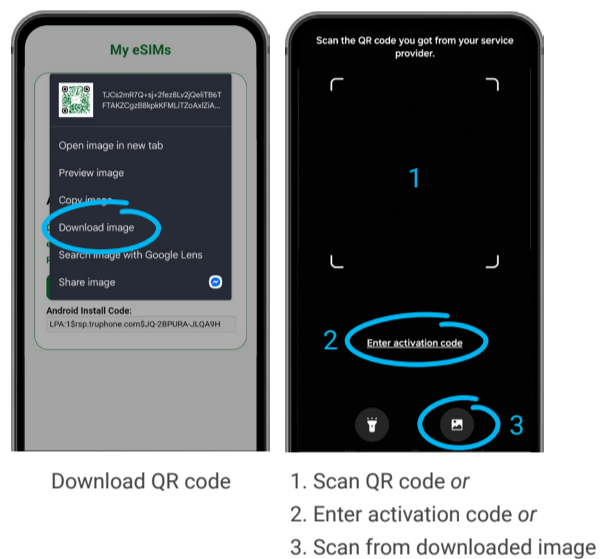
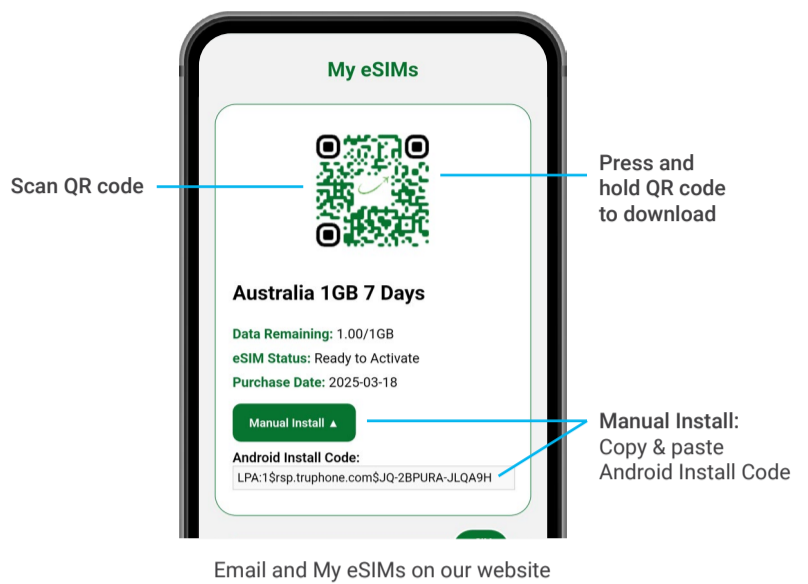
Option 3: Manually enter activation code

1. Press and hold on the Android Install Code in the email you received or at My eSIMs on our website and select "Copy".
1. Go to Settings > "Connections" or "Network & Internet" > "SIM card manager" or "Mobile network".
2. Look for the option to "Add eSIM" or "Download a SIM".
3. Tap "Enter activation code" if available or choose "Scan QR code" and tap "Enter activation code" on the next screen.
4. Paste the code, or type it in manually if you prefer.
5. Once the code has been recognised, follow the onscreen instructions to finish setting up your eSIM.

Activation and SIM Management

To activate your eSIM you must be in the location it was purchased for, as it needs to connect to the local network.

1. Return to Settings > "Connections" or "Network & Internet" > "SIM card manager" or "Mobile network".
2. Find your eSIM and turn it on.
3. Turn off wi-fi, and turn on data to connect to the 2degrees network.
4. If the eSIM does not activate immediately
 - a. Turn data on for 10 seconds and then restart your mobile.
 - b. If you have any further issues please visit a 2degrees store. A list of all the 2degrees stores are at [2degrees.nz /store-locator](https://www.2degrees.nz/store-locator)
 - c. Or call 0800 022 022 from another phone.
5. Once connected you will receive a text message, welcoming you to 2degrees, confirming your phone number, and inviting you to purchase a prepay plan.
6. Wait to receive the activation text message before you top up. This will ensure your top up will be applied to your new number correctly.
7. Your activated eSIM includes a free 100mb of data, so you can get online and purchase a plan, even if you don't have access to wi-fi.



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PREPAY PLAN SETUP

[Prepay Plan Setup](#)

||

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Using the 2degrees website

The easiest way to get started with your Visitor SIM is through the 2degrees website.

Selecting and paying for a monthly plan

1. Click on the topup.2degreesmobile.co.nz link in the text received from 2degrees.
2. Enter your new 2degrees mobile number from the text received from 2degrees.
3. Choose "Buy a Plan or Add-on".
4. Choose your plan.
5. Choose Credit or Debit Card*.
6. Click "Pay now".
7. Enter your card details and confirm.

Monthly plan renewal

Your plan will renew each month if the cost of the plan has been pre-paid.

This can be achieved by either:

- a. Choosing to "Top Up".
- b. Choosing "Both" during set up, and topping up an additional amount when purchasing your plan.

Topping up your account

1. Go to topup.2degreesmobile.co.nz
2. Enter your 2degrees mobile number
3. Choose "Top Up".
4. Enter the amount you would like to top up.
5. Choose "Credit or Debit Card".*
6. Click "Pay now".
7. Enter your card details and confirm.
8. You can also top up at a 2degrees store or by purchasing a top up voucher from any store displaying a 2degrees logo.

*Internet/POLi option only available for NZ bank accounts.

Check your balance

1. Text "bal" to 233 to check your prepay balance. You will receive a text reply confirming your balance.
2. Alternatively, register on the 2degrees Website or App to check your balance, minutes and data usage.

Online Top Up

Enter your 2degrees mobile number

We'll send a text to this phone number to confirm

What do you want to do?

Top Up

Buy a Plan or Add-on

Both

Buy Prepay Plans & Add-ons

If you have any existing packs on hold on your account, make sure you stop these before purchasing a new one.

Monthly Plans 14 Day Plans NZ Data Add-ons

Valid for 1 month, auto renews.

\$10 Monthly Prepay Plan
250MB NZ Carryover Data, 100 Carryover Minutes, Unlimited* Texts to NZ/AU. *Fair use policy applies

\$19 Monthly Prepay Plan
1.5GB NZ Carryover Data, 200 Carryover Minutes, Unlimited* Texts to NZ/AU and a Free Data Hour every day. *Fair use policy applies

\$30 Monthly Prepay Plan
3GB NZ Carryover Data, 300 Carryover Minutes, Unlimited* Texts to NZ/AU and a Free Data Hour every day. *Fair use policy applies

\$45 Monthly Prepay Plan
8GB NZ Carryover Data, Unlimited* Calls & Texts to NZ/AU and a Free Data Hour every day. *Fair use policy applies

\$60 Monthly Prepay Plan
15GB NZ Carryover Data, Unlimited* Calls & Texts to NZ/AU and a Free Data Hour every day. *Fair use policy applies

\$85 Monthly Prepay Plan
120GB NZ Data Max speed then Endless* Data at reduced speeds*. Unlimited* Calls & Texts to NZ/AU. *Fair Use Policy applies.

Payment method

Credit or Debit Card

Internet Banking (POLi)

Please confirm we've got everything correct

Plans & Add-ons

By making payment you agree to our [Terms and Conditions](#)

Pay now

Purchasing a plan

Online Top Up

Enter your 2degrees mobile number

We'll send a text to this phone number to confirm

What do you want to do?

Top Up

Buy a Plan or Add-on

Both

Amount to top up

Top up between \$10 and \$150.

-\$20+

Please note: Money you top up will go towards Plans & Add-ons you have on hold. You can avoid this by texting STOP and the Plan or Add-on name to cancel its auto renewal before you Top Up.

Payment method

Credit or Debit Card

Internet Banking (POLi)

Please confirm we've got everything correct

Top up amount 20

By making payment you agree to our [Terms and Conditions](#)

Pay now

Topping up your account

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PREPAY PLAN SETUP



[Prepay Plan Setup](#)



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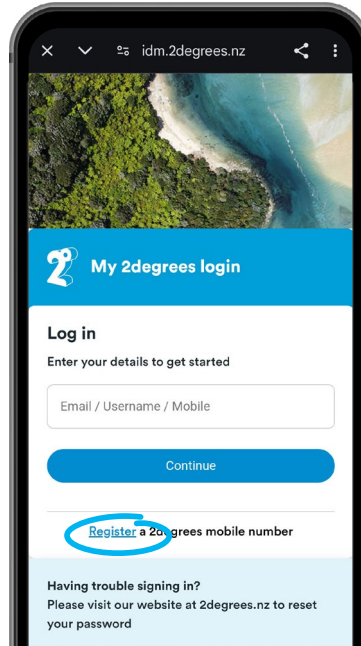
Using the 2degrees app

If you're going to be here for while, you may want to install the 2degrees app so you can keep an eye on your data and minutes each month.

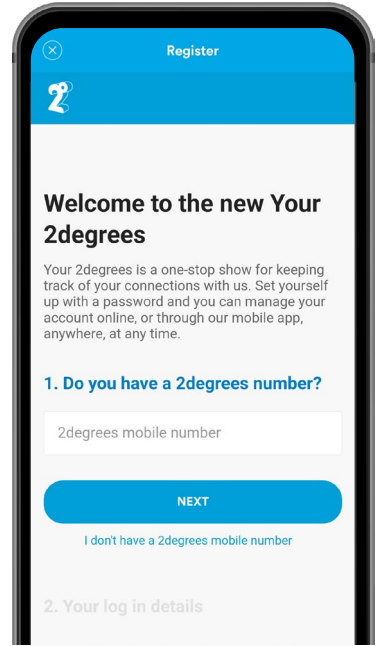


Setting up the 2degrees app

1. Scan the QR code to download the 2degrees App or search for 2degrees in the App Store or Google Play.
2. Click "Sign In", then click "Register Now".
3. Enter your 2degrees mobile number from the text received from 2degrees.
4. Continue to follow the instructions until you have registered your number with 2degrees.
5. Return to the app and log in with your email and password.



Register now to log in



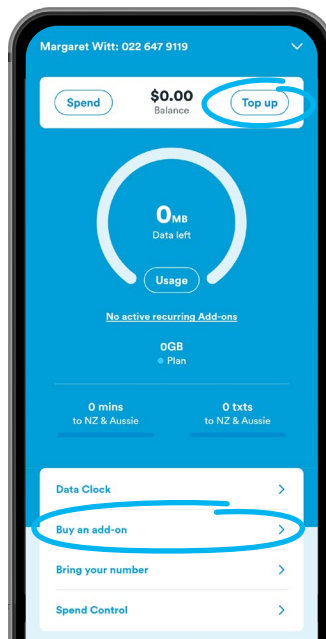
Enter your phone number

Selecting and paying for a monthly plan

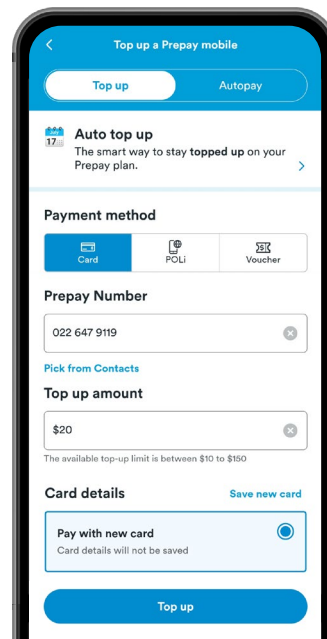
Before buying a plan you must Top up with the cost of the plan (or more). The minimum Top up is \$10.

6. Click "Top up"
7. Enter the amount you'd like to top up and click "Top up".
8. Enter your credit or debit card details and click "Make Payment". *
9. Now click "Buy an add-on" to purchase a plan.
10. Select your preferred plan and confirm.

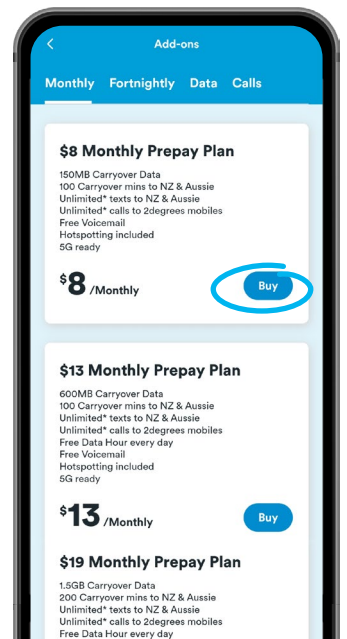
*Internet/POLi option only available for NZ bank accounts.



Top Up, Buy Plans & Add-ons



Top up



Select your plan

Autopay

You may choose "Autopay" instead of "Top up". 2degrees will then automatically debit your credit or debit card for your plan each month.

To turn off Autopay in the App

1. Open the App.
2. Tap on the Menu button.
3. Tap on Account settings.
4. Tap on the Turn off Autopay button.
5. Alternatively you can call Customer Care (200) free from your 2degrees mobile or call 0800 022 022 free from any NZ landline.

Turn off Autopay in My 2degrees

1. Log in to My 2degrees.
2. Head to the Top Up page.
3. Go to the Manage Payment Options page.
4. Then click the Turn off button in the Autopay section of Your Payment Methods.
5. Alternatively you can call Customer Care (200) free from your 2degrees mobile or call 0800 022 022 free from any NZ landline.



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