

HOW TO INSTALL YOUR eSIM

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

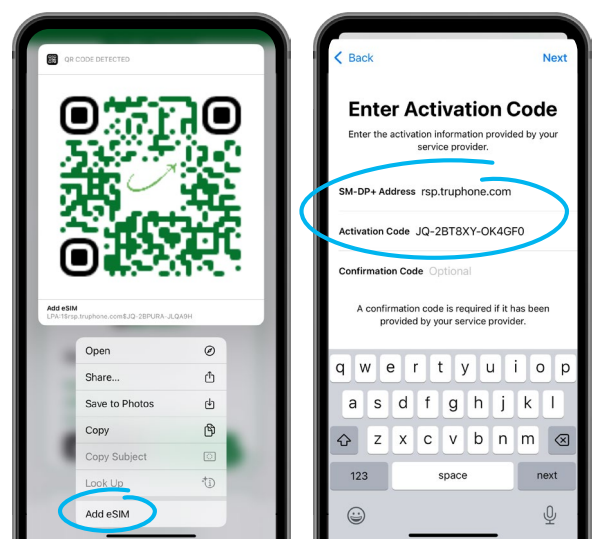
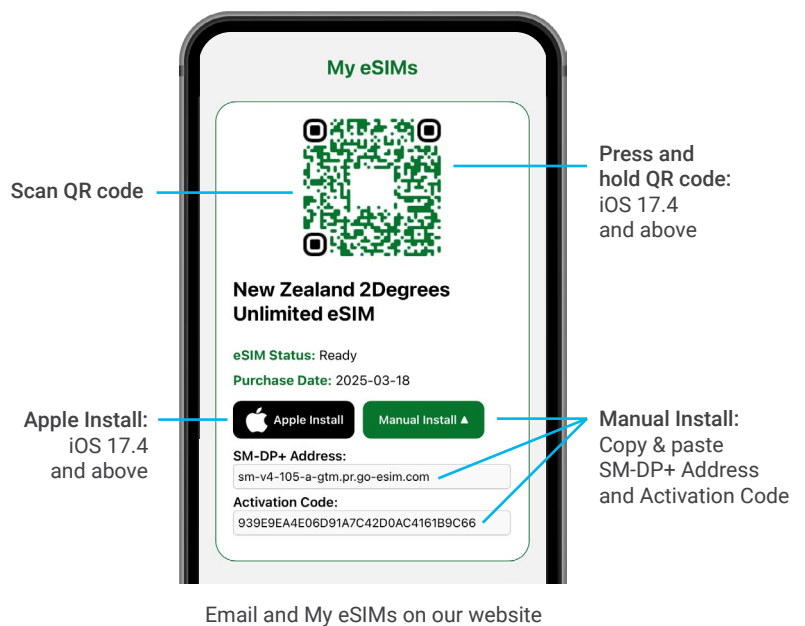
1. Go to Settings > Mobile Service > Tap "Add eSIM" > Click "Use QR Code".
2. Scan the QR code in the email you received or at My eSIMs on our website to install your eSIM.

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



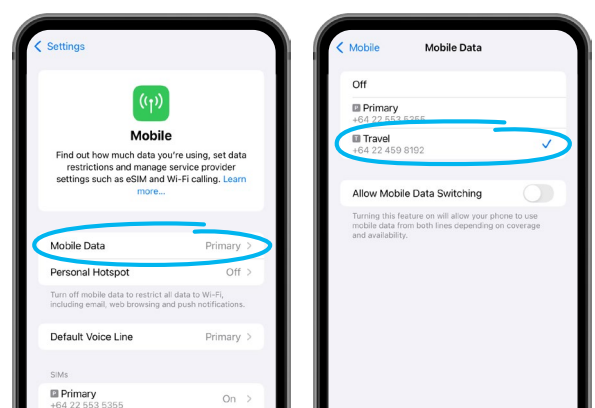
iOS 17.4 and above:
Press and hold QR code

Manual installation

Activation and SIM Management

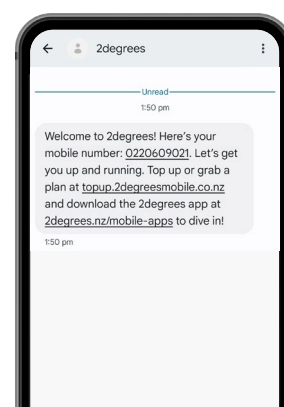
To activate your eSIM you must be in New Zealand, as it needs to connect to the 2degrees network.

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](#) || [Unlimited 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

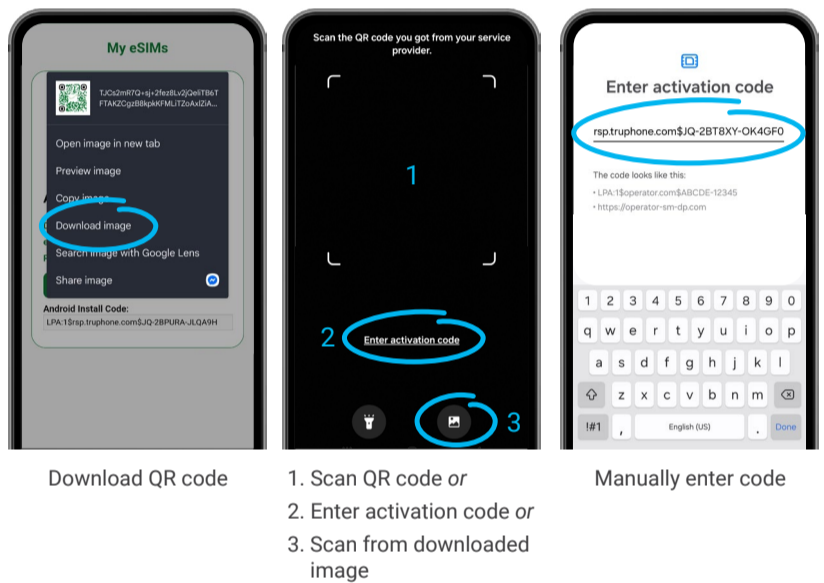
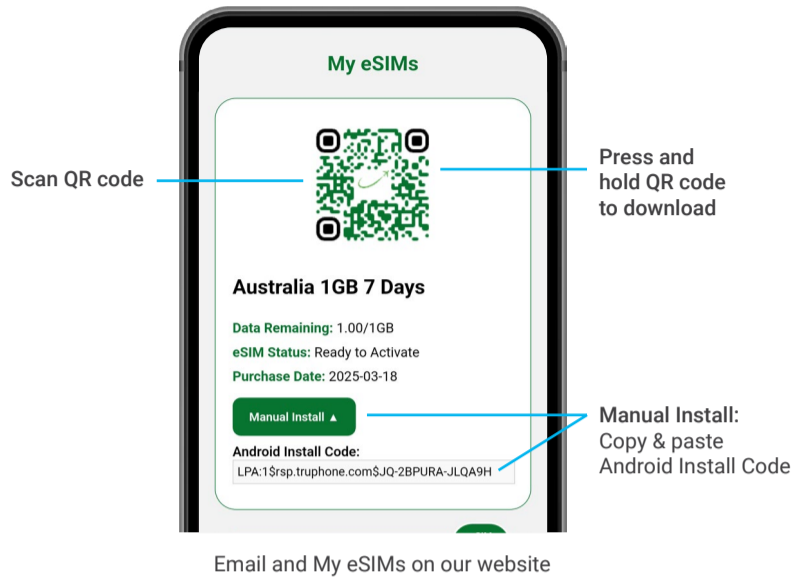
1. Open your QR code scanner and scan the QR code in the email you received or at My eSIMs on our website to install your eSIM.

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

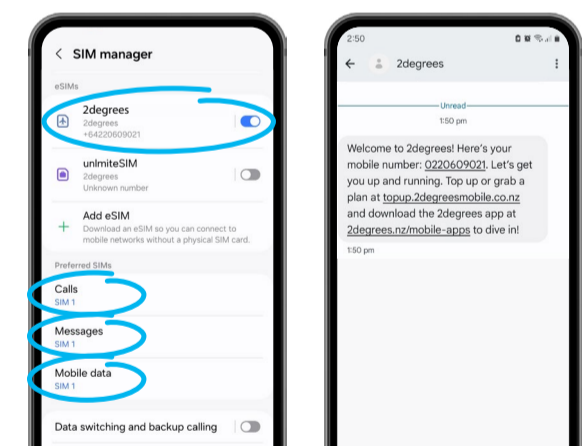
1. Press and hold on the Android Install Code in the email you received or at My eSIMs on our website and select "Copy".
2. Go to Settings > Connections > SIM manager > Add eSIM > Add using QR code.
3. Tap on "Enter activation code"
4. Paste the code, or type it in manually if you prefer.
5. Once the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

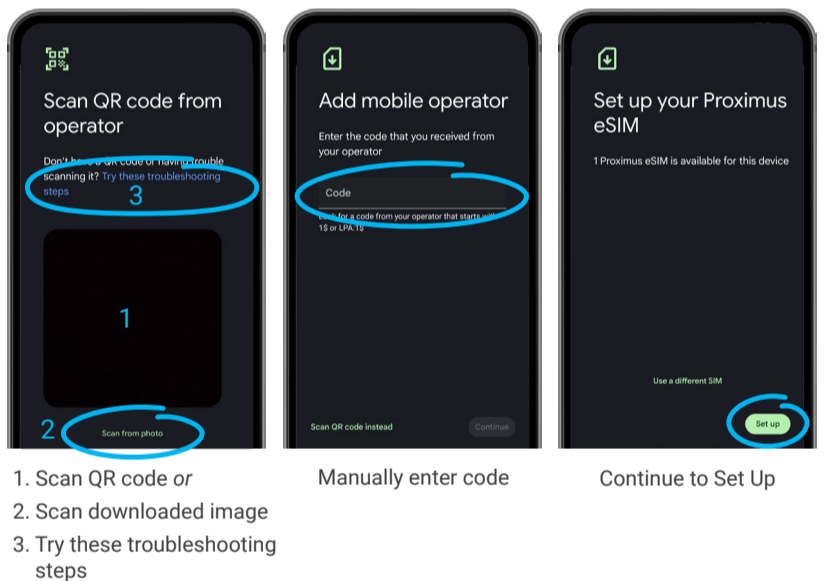
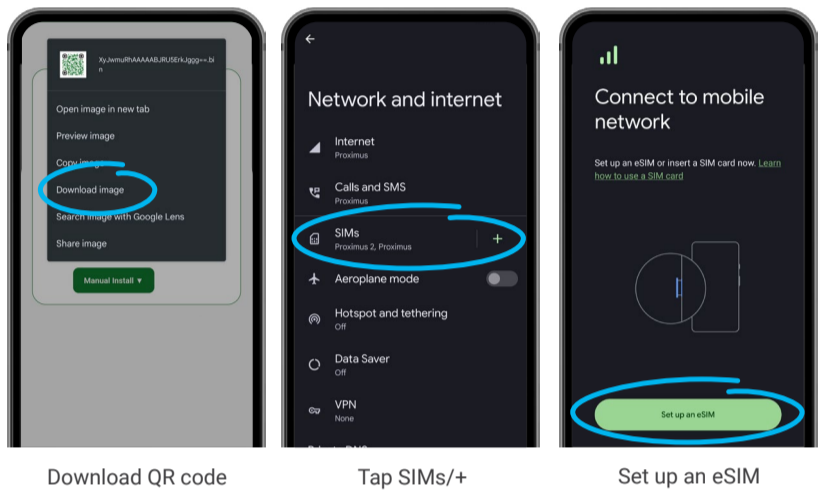
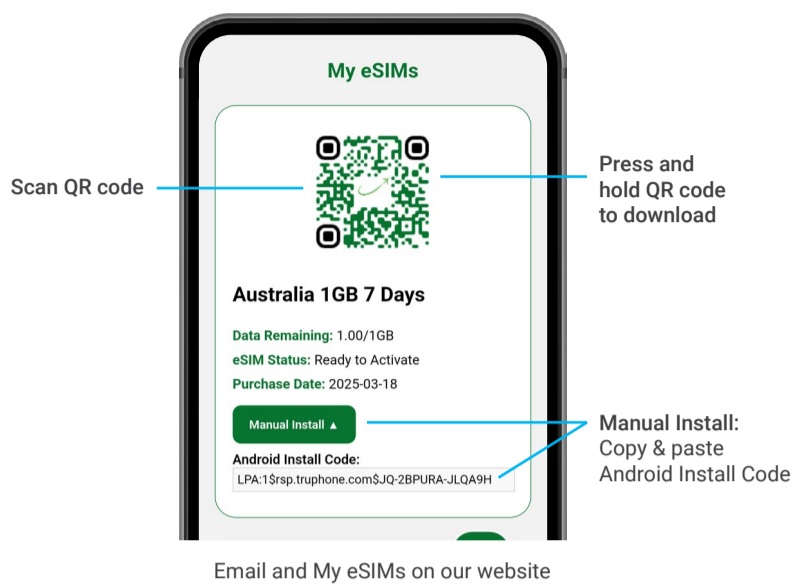
1. Go to Settings > Network & internet > SIMs > Add SIM (or "Add more" if you already have SIMs or eSIMs installed) > Set up an eSIM.
2. Use your camera to scan the QR code in the email you received or at My eSIMs on our website to install your eSIM.
3. Tap "Set Up".
4. On the "Activate your eSIM" screen,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

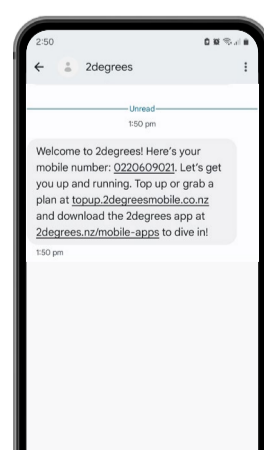
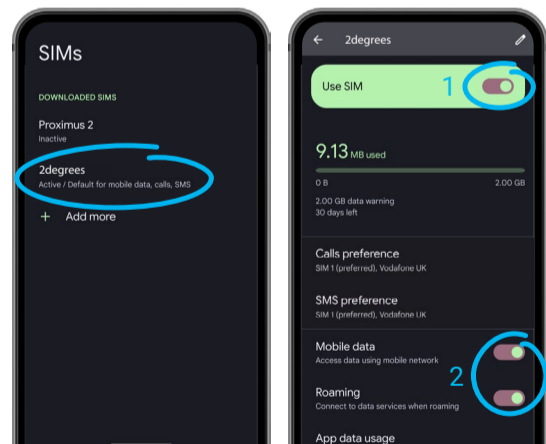
1. Press and hold on the Android Install Code in the email you received or at My eSIMs on our website and select "Copy".
2. Go to Settings > Network & internet > SIMs > Add SIM (or Add more if you already have SIMs or eSIMs installed) > Set up an eSIM.
3. Tap on the blue text "Try these troubleshooting 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



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ANDROID INSTALLATION

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



[Unlimited Plan Setup](#)

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.

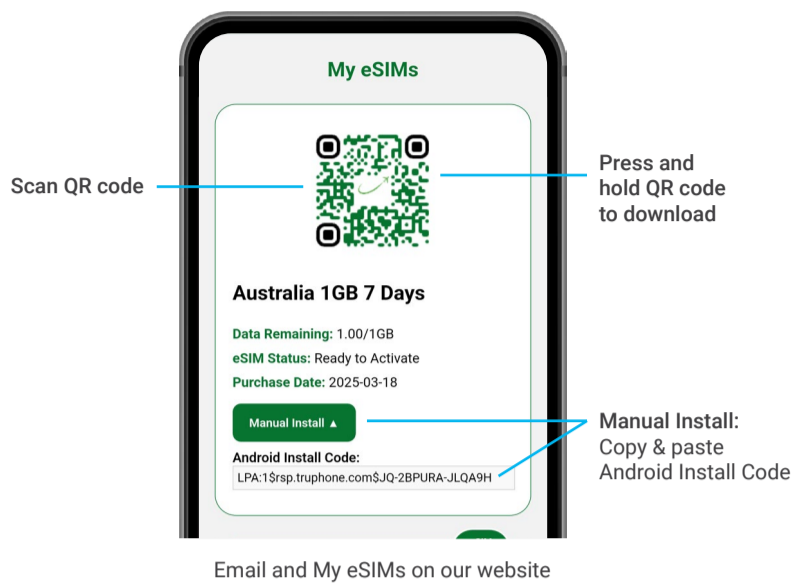
Option 3: Manually enter activation code

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.

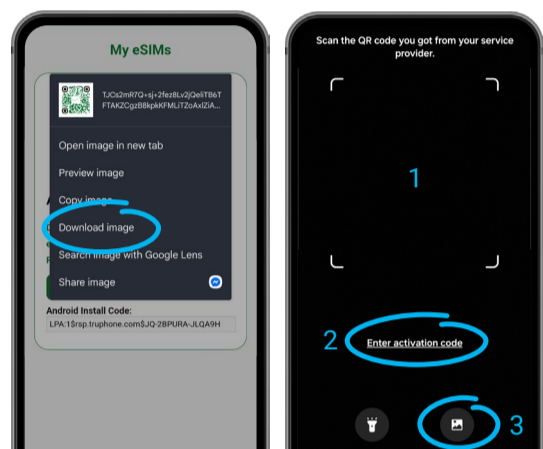
Activation and SIM Management

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.

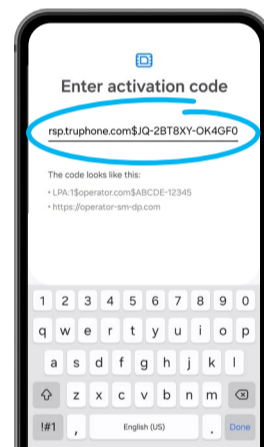


Email and My eSIMs on our website

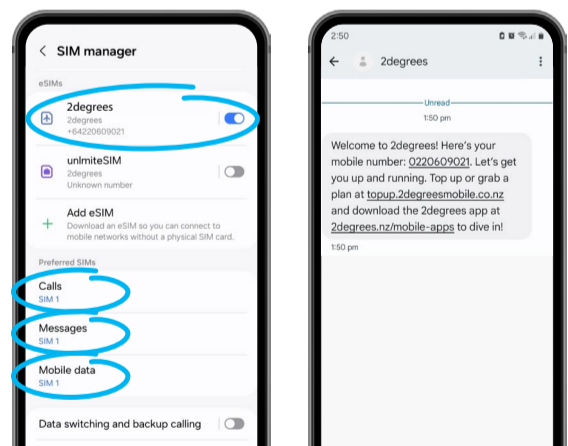


Download QR code

1. Scan QR code or
2. Enter activation code or
3. Scan from downloaded image



Manually enter code



SIM activation:
Switch on your 2degrees eSIM.
Check Mobile data, Messages and Calls

2degrees
welcome text



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UNLIMITED PLAN SETUP

[Unlimited Plan Setup](#)

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

Unlimited Plan Setup

Get started with your Unlimited Travel SIM through the 2degrees website.

Selecting and paying for a monthly plan

1. Follow the instructions to install your SIM card.
2. Click on the travelsim.2degrees.nz link in the text received from 2degrees.
3. Click "Get started".
4. Enter your new mobile number from the text received from 2degrees and then continue to follow the instructions.
5. Select the number of days you require and then click "Continue".
6. Enter your card details and confirm.
7. Wait for the text message confirmation, then turn flight mode on and off to get your plan working.

Staying for longer?

After purchasing a plan you can add 1-2 additional days for \$5 per day or you can purchase another unlimited plan of 3 days or more. Go to travelsim.2degrees.nz and follow the same process as above.

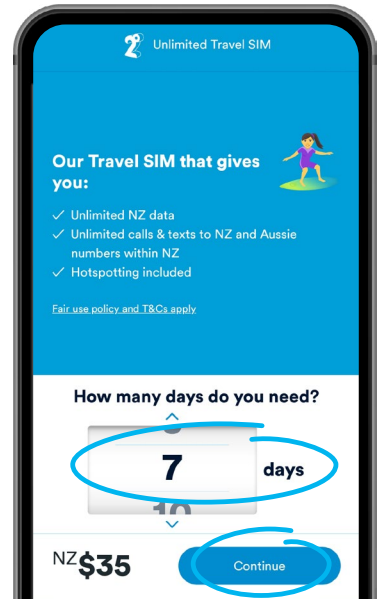
If the website doesn't work correctly call 2degrees on 0800 022 022 and they will be able to add the additional days for you.

Your 2degrees website and the 2degrees app

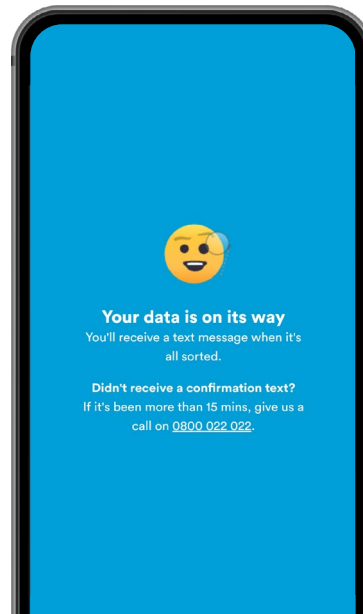
The website and app are not available for the Unlimited Travel SIM as there is no need to keep track of your data and minutes.



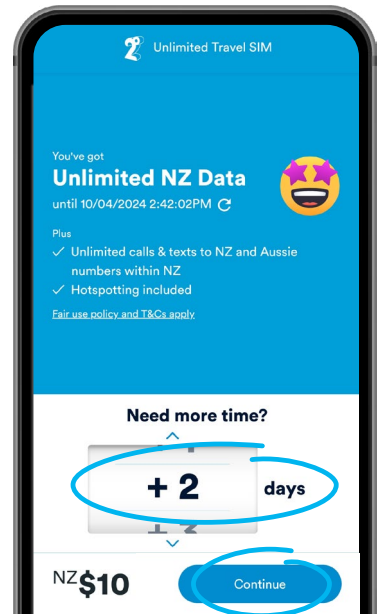
Get started



Select the number of days



Confirmation text on it's way



Add additional days



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