

# HOW TO INSTALL YOUR eSIM

[Apple](#) | [Samsung](#) | [Google](#) | [Other Android](#) | [FAQ](#)

## Apple eSIM Installation

### 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

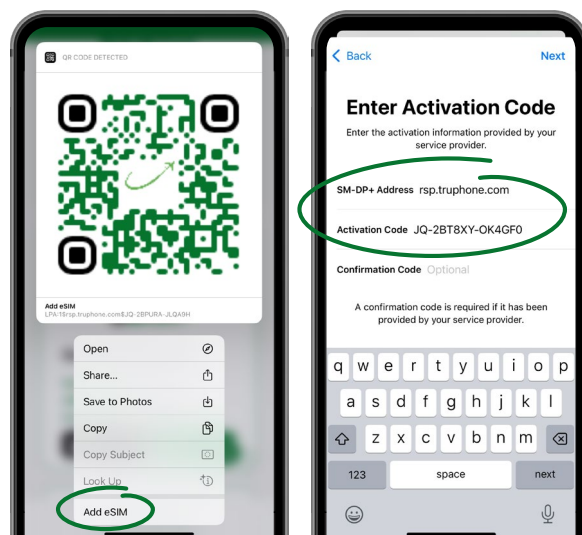
1. Go to Settings > Mobile Service > Tap "Add eSIM" > Click "Enter Details Manually".
2. Copy and paste the SM-DP+ Address and Activation Code from the email you received or at My eSIMs on our website



## Activation and SIM Management

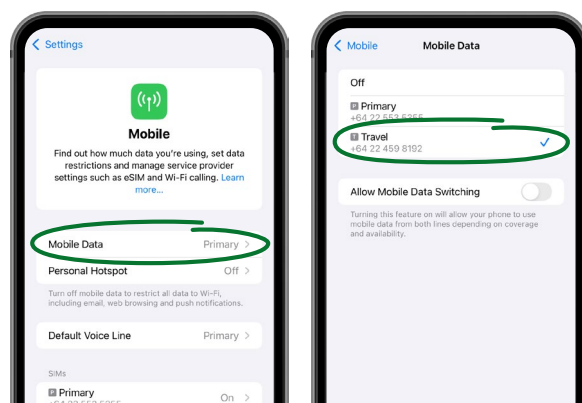
To activate your eSIM you must be in the location it was purchased for, as it needs to connect to the local network.

1. 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 eSIM.  
Phone calls: You can leave Default Voice Line assigned to your usual SIM to continue to receive (and make) calls.  
Messages: Go to Settings > Apps > Messages. Tap Send & Receive to select your usual SIM or change to your email.
3. Turn off wi-fi, and turn on data to connect to the local mobile network.
4. If the eSIM does not activate immediately turn data on for 10 seconds and then restart your mobile.



iOS 17.4 and above:  
Press and hold QR code

Manual installation



SIM activation:  
Tap Mobile Data

Select eSIM

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

# SAMSUNG INSTALLATION

[Apple](#) | [Samsung](#) | [Google](#) | [Other Android](#) | [FAQ](#)

## Samsung eSIM Installation

### Option 1: Scan QR code from another device

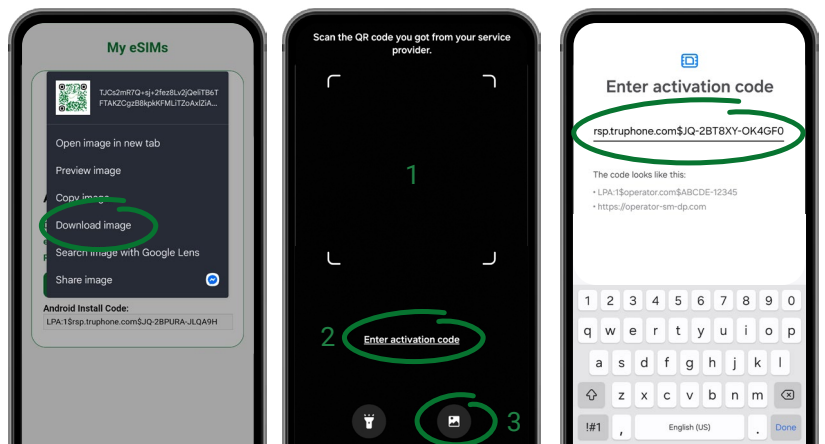
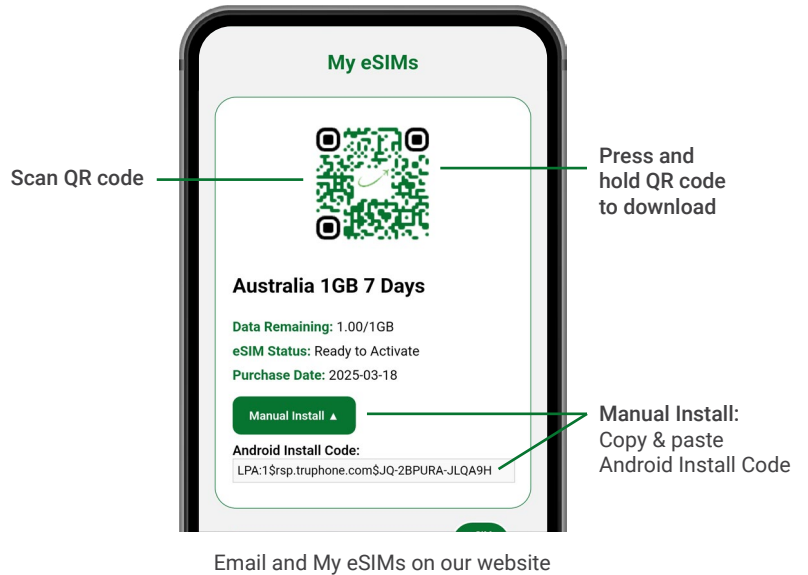
1. Open your QR code scanner and scan the QR code in the email you received or at My eSIMs on our website to install your eSIM.

### 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

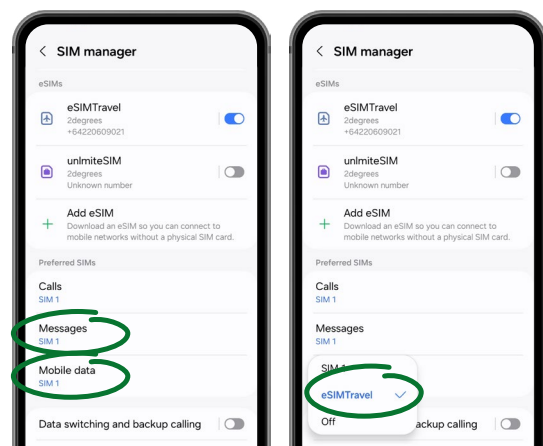
1. Press and hold on the Android Install Code in the email you received or at My eSIMs on our website and select "Copy".
2. Go to Settings > Connections > SIM manager > Add eSIM > Add using QR code.
3. Tap on "Enter activation code"
4. Paste the code, or type it in manually if you prefer.
5. Once the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



## Activation and SIM Management

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

1. Go to Settings > Connections > SIM manager.
2. Tap Mobile data and select your eSIM.  
You can leave Calls and Messages assigned to your usual SIM to continue to receive (and send) them. Or turn Calls and Messages to Off, if you prefer.
3. Turn off wi-fi, and turn on data to connect to the local mobile network.
4. If the eSIM does not activate immediately turn data on for 10 seconds and then restart your mobile.



SIM activation:  
Tap Messages or Mobile data

Select your preferred SIM  
or eSIM

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

# GOOGLE INSTALLATION

[Apple](#) | [Samsung](#) | [Google](#) | [Other Android](#) | [FAQ](#)

## Google eSIM Installation

### 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.

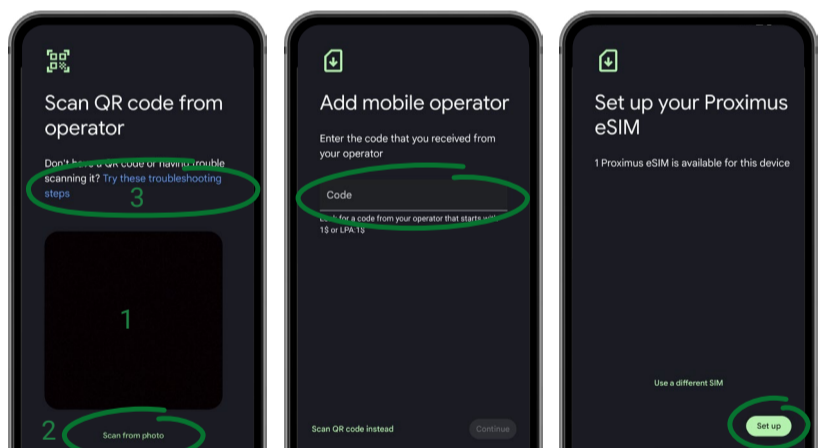
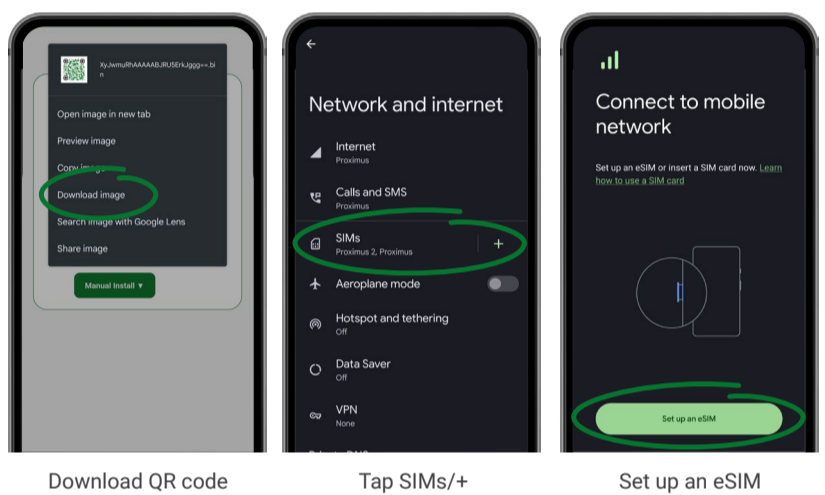
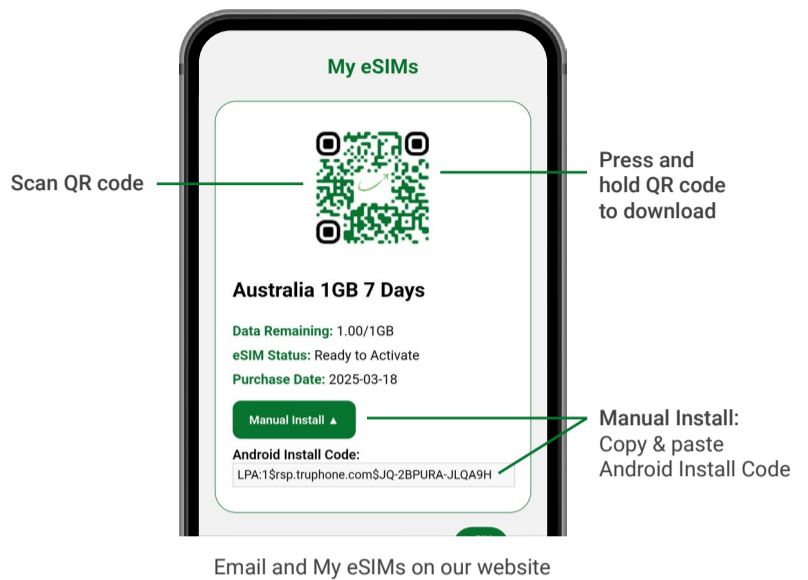
### Option 3: Manually enter activation code

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.

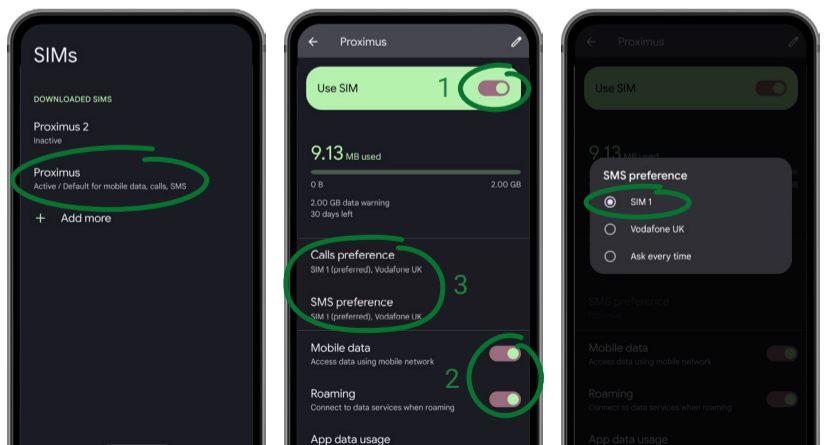
## Activation and SIM Management

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

1. If you did not go directly there after adding esim: Go to Settings > Network & internet > SIMs.
2. Tap on the 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. Dual SIM using a physical SIM and an eSIM is available on Pixel 3a and above. Pixel 7 and above support dual eSIM.  
With dual SIM you can leave Calls and Messages assigned to your usual SIM to continue to receive (and send) them. Or leave them off with your eSIM, if you prefer.
6. Turn off wi-fi, and turn on data to connect to the local mobile network.
7. If the eSIM does not activate immediately turn data on for 10 seconds and then restart your mobile.



1. Scan QR code or
2. Scan downloaded image
3. Try these troubleshooting steps



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

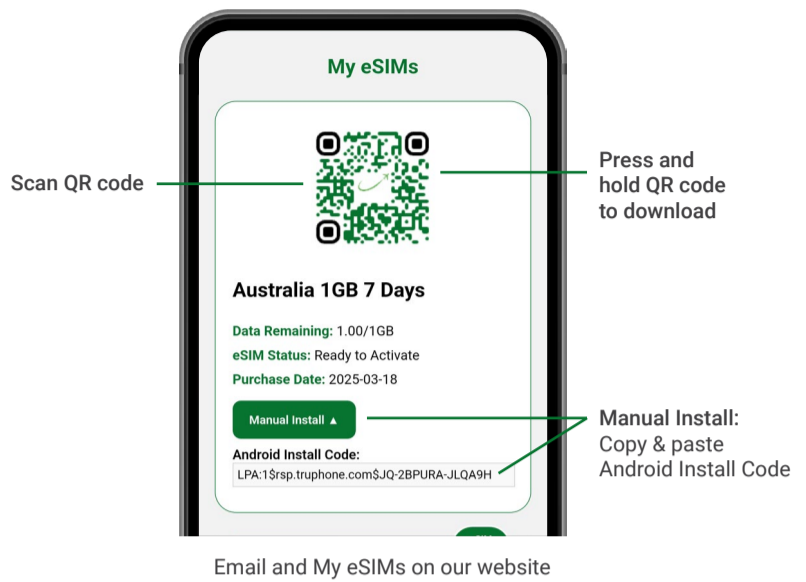
# ANDROID INSTALLATION

[Apple](#) | [Samsung](#) | [Google](#) | [Other Android](#) | [FAQ](#)

## Other Android eSIM Installation

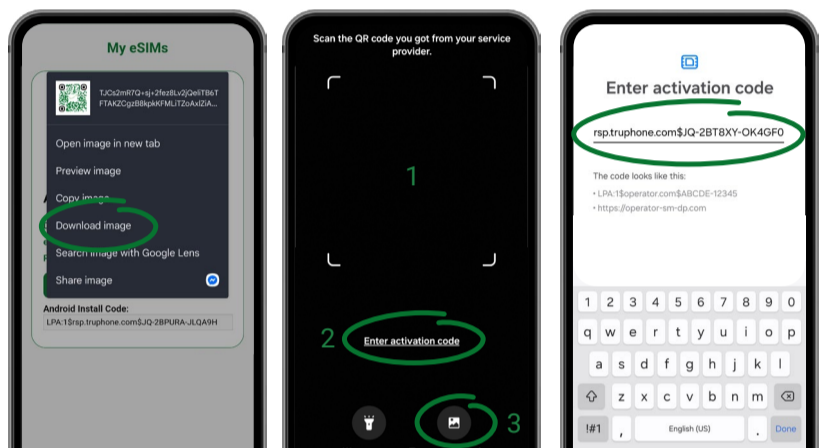
### Option 1: Scan QR code from another device

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.



Download QR code

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

Manually enter 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".
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.

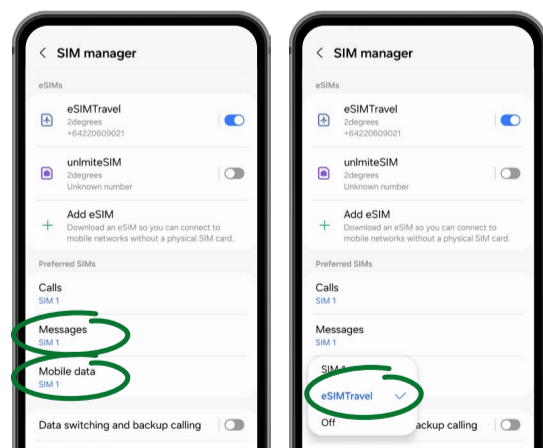
## Activation and SIM Management

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. Many phones support dual SIM using a physical SIM and an eSIM or two eSIMs.

With dual SIM you can leave Calls and Messages assigned to your usual SIM to continue to receive (and send) them. Or turn Calls and Messages to Off, if you prefer.

4. Turn off wi-fi, and turn on data to connect to the local mobile network.
5. If the eSIM does not activate immediately turn data on for 10 seconds and then restart your mobile.



SIM activation:  
Tap Messages or Mobile data

Select your preferred SIM  
or eSIM

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



## Frequently Asked Questions

### **Do I need to remove my SIM card to use the eSIM?**

No, you don't need to. You can keep your physical SIM in your phone while using our eSIM for data. Just update your phone settings to use the eSIM for data usage to avoid any roaming charges.

### **What if I run out of data?**

You'll receive a notification when your data is running low or your plan is close to expiring. If you run out of data, you can purchase and install a new eSIM.

### **Does the eSIM support tethering/hotspot?**

Yes, our eSIMs support tethering / hotspot.

### **Does the eSIM come with a local number, calls and SMS?**

Our eSIMs do not come with a phone number as they are data only. Most travellers are using apps for calling such as WhatsApp and FaceTime. Before you travel, check with your carrier to ensure you can still receive texts on your regular eSIM/SIM for important services like online banking verification, and contact your bank to set up SMS verification before you depart for your destination.

### **When does the eSIM start?**

You can buy and set up the eSIM now, it will activate once connected to the destination network.

Just be sure to activate your plan within 60 days of purchase. If not activated manually, it will automatically activate, and the plan will begin.

### **How do I route calls/SMS to my regular SIM and data to the eSIM?**

#### **iPhone (iOS):**

1. Settings > Cellular > Default Voice Line → select your regular SIM
2. Settings > Cellular > Cellular Data → select your eSIM

#### **Android:**

3. Settings > Network & internet (or Connections) > SIM cards (or SIM & network)
4. Under Calls & SMS, choose your regular SIM
5. Under Mobile data, choose your eSIM

Check your main carrier's terms and fees for specific requirements or charges.