

Installation Guide For iOS





Install your eSIM before departure

Choose one of the 3 options to set up your eSIM



Activate your eSIM at destination



3 Things to Note Before Using an eSIM

- 1. Make sure your phone supports eSIM.**
2. Our eSIM provides data only and **does not include a phone number or SMS.**
3. The eSIM installation requires a network. We recommend to find a stable WiFi or mobile data to install your eSIM before departure.



3 options to install your eSIM before departure



Option 1: **One tap to install**, Need iOS 17.4

1

Use your mobile phone
Go to the website >
[My eSIM](#) >
Tap New eSIM



2

Click the button to install



Needs iOS version 17.4 or above.



Option 2: Use another device to display the
QRcode for scanning.

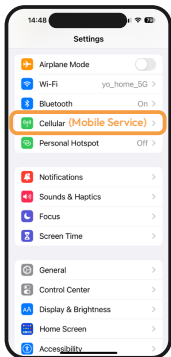
Option 3: **Enter code manually** by only one device

1.1

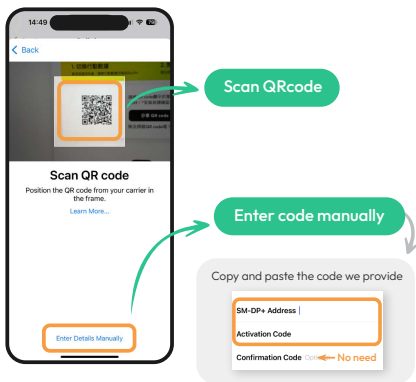
Go to Settings  >
Cellular or Mobile Service  >

1.2

Add eSIM



2 Scan QRcode or Enter code manually



Having issues?

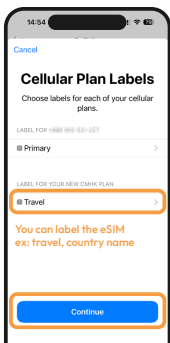
- 1. If you see "This code is invalid",** it means your eSIM has already been installed on your device. Please go to Settings > Cellular (Mobile Service) to find your eSIM.
- 2. Unable to install:** Please make sure Airplane Mode is turned off and try using a different Wi-Fi network or a mobile hotspot from another device to install.
- 3. Note:** eSIM can only be installed once on the same device and cannot be transferred. Scanning the QR code again will show "Expired" or "Already Used".

If the issue persists, please visit our official website and use the chat function  to contact a agent.
<https://www.esim4travel.com/contactus>

3 Activate eSIM

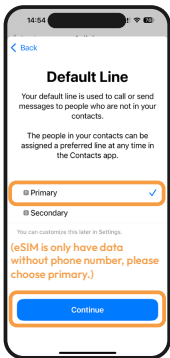


4 Press Continue

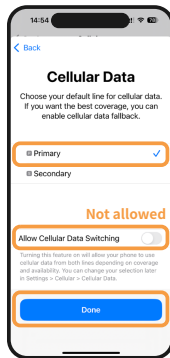


- **If the next steps are skipped:** Don't worry—the eSIM installation has been completed. Just check Cellular for your eSIM. It's normal for it to show "Activating" for a long time. It will stop after 30 minutes.
- Once you reach your destination, continue from Step 7.

5 Default Line/ iMessage & FaceTime Choose Primary



6 Cellular Data Choose Primary

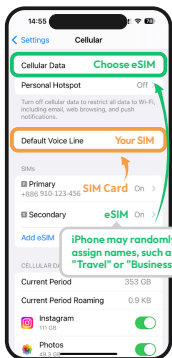




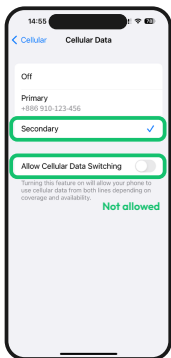
Activate at destination

Switch to eSIM and turned on data roaming

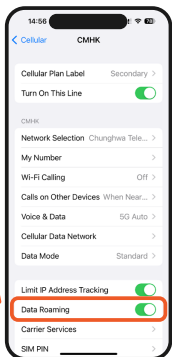
- 7** Settings >
Cellular or Mobile Service >
[Cellular Data] for eSIM and
[Default Voice Line] for your SIM



- 8** Go to Cellular Data >
Not allow
CellularData Switching



- 9** Leave and go back to Cellular Data >
Click eSIM >
Turned on Data Roaming



**You should
be all set.**

The validity period
starts when the eSIM
connects to any
supported network.

FAQs and Troubleshooting

Do I need to install the eSIM in advance?

Yes, we recommend installing your eSIM before departure, as stable internet is required, and airport networks abroad may be unreliable.

Why do I see an error or “Invalid” during installation?

Check if your device supports eSIM. If it does, the eSIM may already be installed, as it can only be installed once. Verify if it's already in your device.

eSIM is stuck activating?

If you haven't arrived at your destination, iOS may temporarily freeze while searching for a local network. This typically resolves within 30 minutes.

Why isn't my eSIM working after arrival?

Ensure mobile data is set to eSIM and roaming is enabled.

What should I do if the signal is poor?

Signal strength depends on the local provider. If multiple networks are available, try switching manually.

How do I top up?

1. Go to My eSIM <https://www.esim4travel.com/myesim>
2. Choose your eSIM.
3. Tap top up button.
4. Select data plan and buy it, if the new plan doesn't activated, please turn flight mode on and off.

Can I install the eSIM on two phones?

No, each eSIM can only be installed on one device.

If the issue persists, please visit our official website and use the chat function  to contact a agent.
<https://www.esim4travel.com/contactus>

ESIM4TRAVEL

Stay connected wherever you go

