

# Installation Guide For Samsung





# Install your eSIM before departure

Choose one of the 2 options to set up your eSIM



# Activate your eSIM at destination



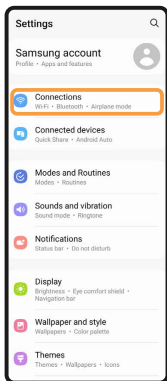
## 3 Things to note before using an eSIM

- 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.

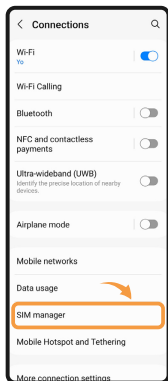


# 2 options to install your eSIM before departure

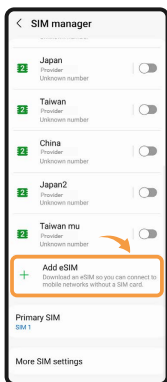
## 1 Go to Settings > Connections >



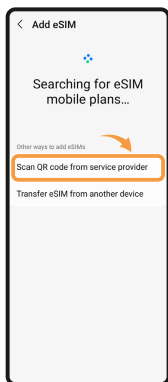
## 2 Tap the [SIM manager]



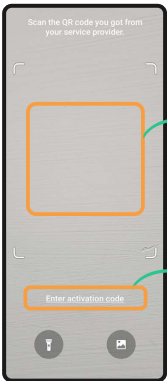
## 3 Tap the [Add eSIM]



## 4 Tap the [Scan QR code from service provider]



## 5 Scan QRcode or Tap the [Enter code manually]



Option 1: Use another device to display the QRcode for scanning.

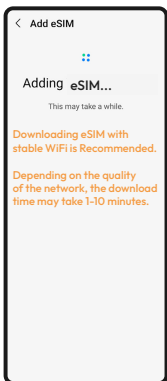
Option 2: **Enter code manually** by only one device

### Having issues?

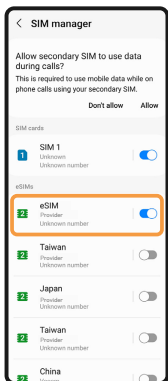
- 1. Unable to install:** Please make sure Airplane Mode is turned off and try using a different Wi-Fi network or a mobile hotspot from another device to install.
- 2. Note:** eSIM can only be installed once on the same device and cannot be transferred. Scanning the QR code again will show "Expired" 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>

## 6 Checking on network and download eSIM



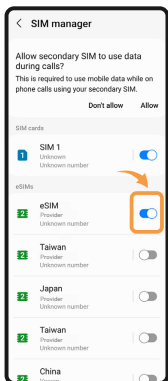
## 7 Installation is successful, eSIM will be shown in the list. Click on your eSIM



## 8 Label the eSIM for easy management.



## 9 Turning off eSIM, and you're all set! If you've already arrived at your destination, turn on eSIM.

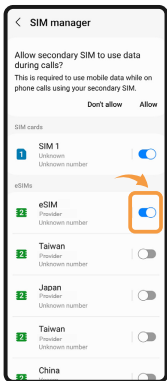




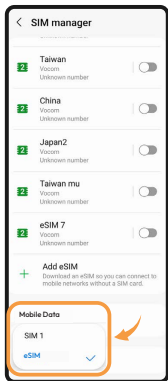
# Activate at destination

Switch to eSIM and turned on data roaming

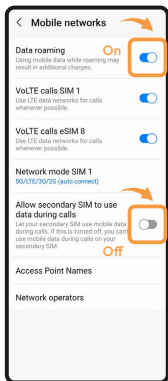
**10** Go to Settings >  
Connections >  
SIM manager >  
Switch on the eSIM



**11** [Mobile Data]  
Choose eSIM



**12** Go to Settings >  
Connections >  
Mobile networks >  
Data and Roaming to ON.  
Don't allow the secondary SIM to  
be used to complete all steps. ✓



# 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.

## **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

