ESIM4TRAVEL

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
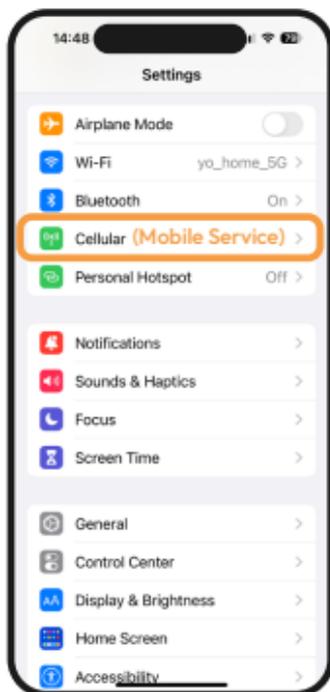
Click to Activate eSIM

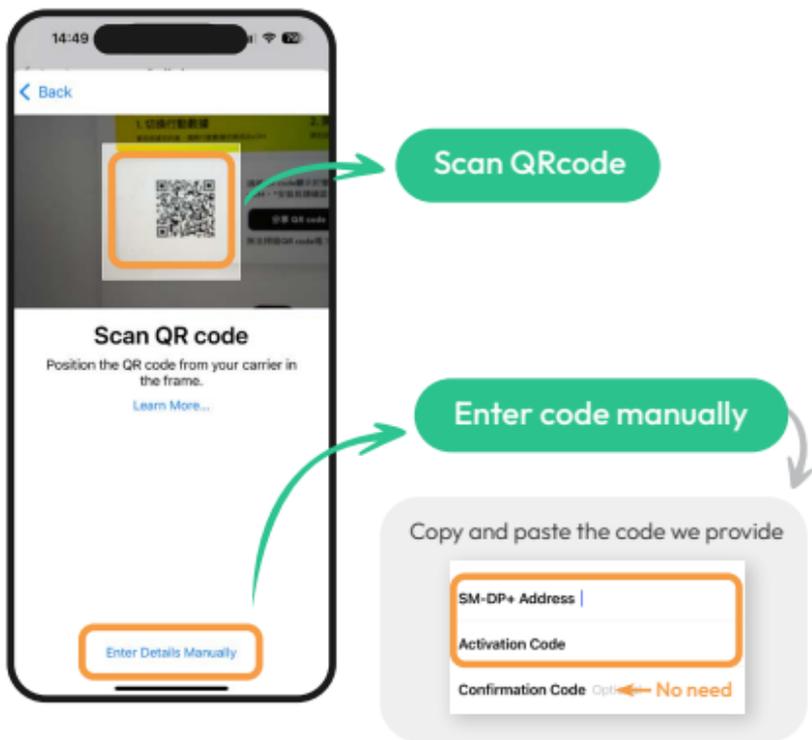Needs iOS version 17.4 or above.

Option 2: **Scan QRcode** from another device or
Option 3: **Enter code manually** by only one device

1.1 Go to Settings ⚙️ >
Cellular or Mobile Service 📶 >

1.2 Add eSIM

Settings

- Airplane Mode
- Wi-Fi — yo_home_SG
- Bluetooth — On
- Cellular (Mobile Service)
- Personal Hotspot — Off

- Notifications
- Sounds & Haptics
- Focus
- Screen Time

- General
- Control Center
- Display & Brightness
- Home Screen
- Accessibility

Cellular

Cellular Data

Cellular Data Options — Roaming Off

Personal Hotspot — Off

Turn off cellular data to restrict all data to Wi-Fi, including email, web browsing, and push notifications.

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Network Selection — TW Mobile

Wi-Fi Calling — Off

Calls on Other Devices — When Near...

Cellular Data Network

Carrier Services

SIM PIN

Add eSIM

CELLULAR DATA FOR PRIMARY

Current Period — 353 GB

2 Scan QRcode or
   Enter code manually

Scan QRcode

Enter code manually

Copy and paste the code we provide

SM-DP+ Address |
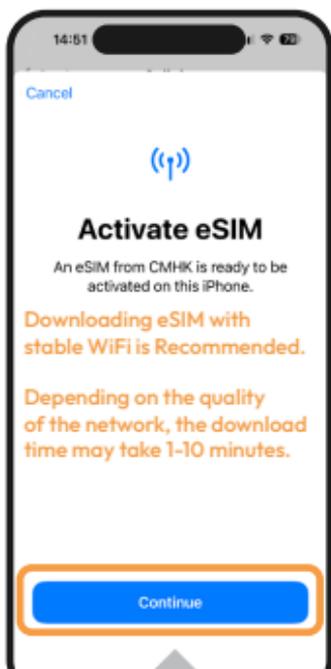
Activation Code

Confirmation Code Optional ← No need
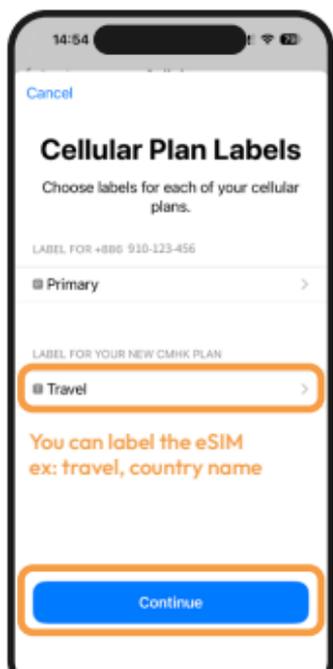
Having issues?

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

Activate eSIM

An eSIM from CMHK is ready to be activated on this iPhone.

Downloading eSIM with stable WiFi is Recommended.

Depending on the quality of the network, the download time may take 1-10 minutes.

Continue

Cellular Plan Labels

Choose labels for each of your cellular plans.

LABEL FOR +886 910-123-456

Primary

LABEL FOR YOUR NEW CMHK PLAN
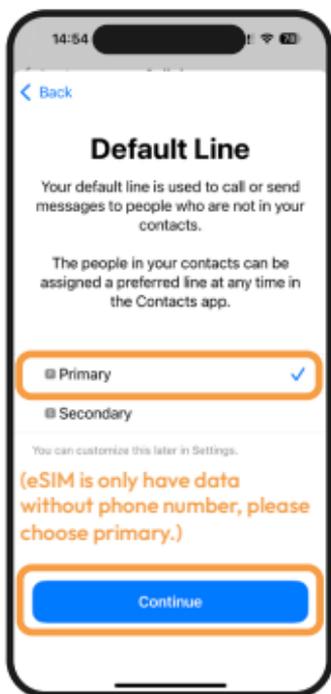
Travel

You can label the eSIM ex: travel, country name
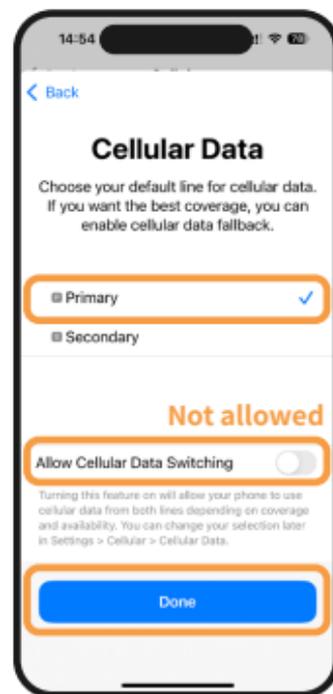
Continue

- **When "Connecting to Network" appears**, it may take 1-10 minutes. If you interrupt it, don't worry—the eSIM is installed. Just check Cellular for your eSIM. It's normal for it to show "Activating" for up to 30 minutes. It will stop after 30 minutes.

- Once you reach your destination, continue from Step 7.

5 Default Line/ iMessage & FaceTime Choose Primary
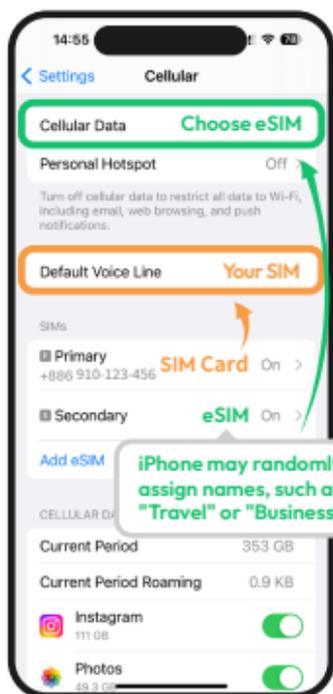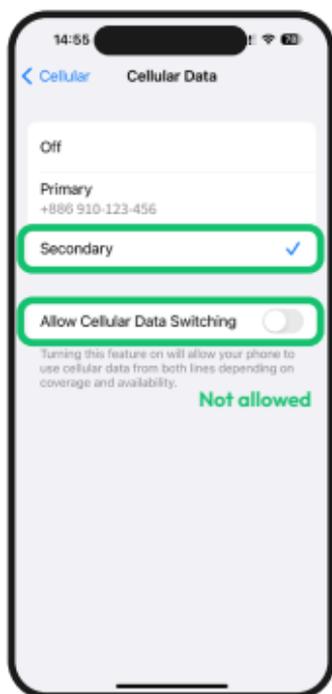
6 Cellular Data Choose Primary

Default Line

Your default line is used to call or send messages to people who are not in your contacts.

The people in your contacts can be assigned a preferred line at any time in the Contacts app.

Primary ✓

Secondary

You can customize this later in Settings.

(eSIM is only have data without phone number, please choose primary.)

Continue

Cellular Data

Choose your default line for cellular data. If you want the best coverage, you can enable cellular data fallback.

Primary ✓

Secondary

Not allowed

Allow Cellular Data Switching

Turning this feature on will allow your phone to use cellular data from both lines depending on coverage and availability. You can change your selection later in Settings > Cellular > Cellular Data.

Done

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 >
Turned on Data Roaming
Restart your phone
it will connect to a network

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