

How to install eSIMs on Android devices



Checklist

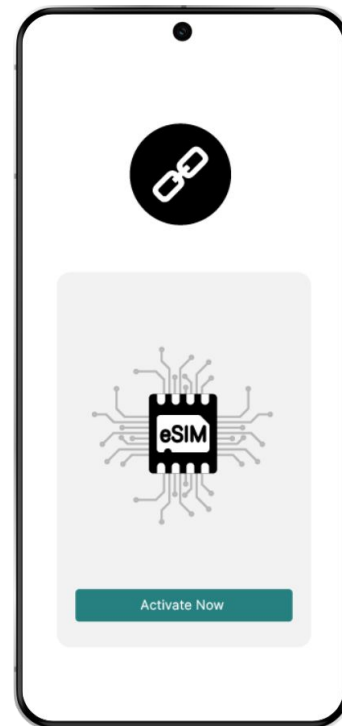


Completed your purchase? You should have received 2 emails

Keep the 2nd email with your eSIM QR code handy to install your eSIM.

Before we begin, ensure:

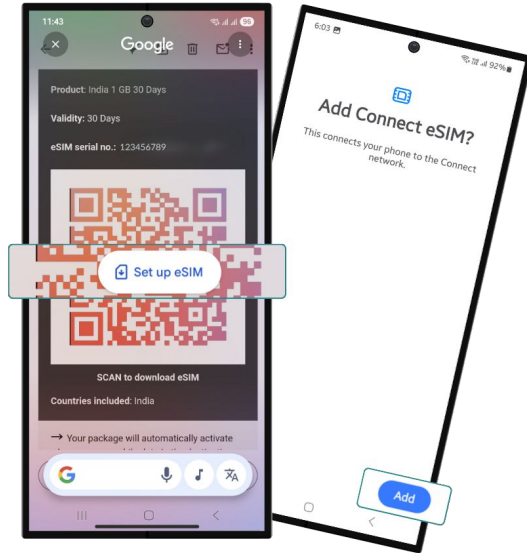
- ☒ Your device is eSIM compatible
- ☒ Your device is NOT carrier locked
- ☒ You are connected to Wi-Fi or 4G/5G network for reliable internet to download eSIM



At home/ before departure



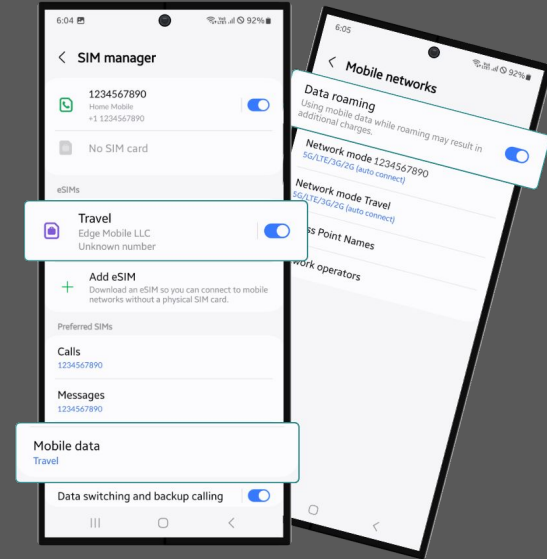
- ✓ Scan QR code
- ✓ Download & Install eSIM



At destination/ after arrival



- ✓ Turn ON the eSIM
- ✓ Turn ON Data Roaming
- ✓ Switch Mobile Data to use eSIM



Before Departure



Download & Install eSIM before
leaving your home country

There are 3 ways to start the eSIM download:

- ☐ Scan QR code using another device
- ☐ Long Press QR code
- ☐ Enter eSIM details manually

Option 1: Scan QR code from another device

Keep your email with QR code ready in a secondary device



1

Open Camera & Scan

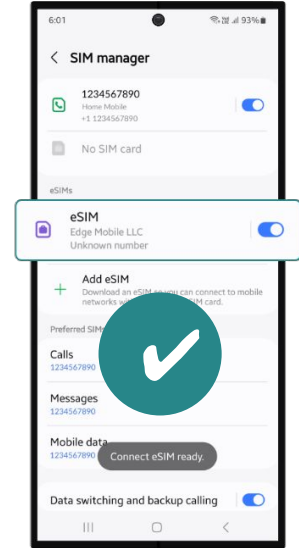
Open camera app to scan QR code from email. The QR code gets detected as an eSIM – click the "Add Plan to phone"



2

Add eSIM

Once your device checks the SIM information, it will provide you the option to Add the eSIM



Your eSIM is
ready!

Option 2: Long Press QR code

Open the email from your Android device scroll to the QR code.



1

Long Press the QR code

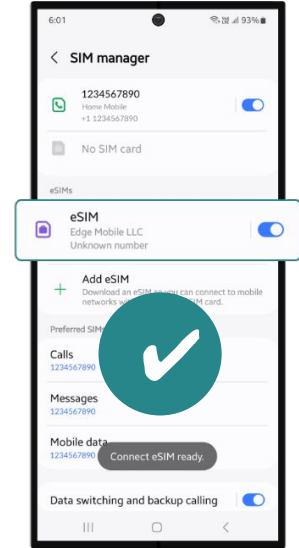
Open the email with the QR code in your Android phone. Long Press the QR code to Set up eSIM.



2

Add eSIM

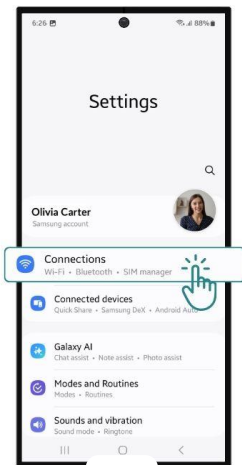
Proceed to Add and activate eSIM



Your eSIM is ready!

Option 3: Enter eSIM details manually (Part 1 of 2)

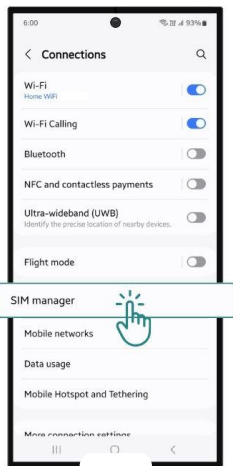
Open the email with the QR code, where you'll find eSIM information to enter manually



1

Go to Connections

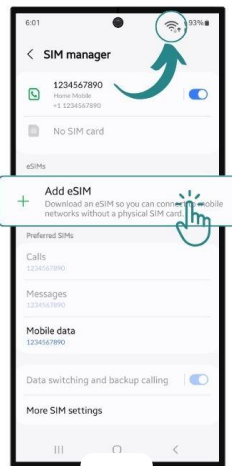
Select "Connections" from your device settings app



2

Go to SIM Manager

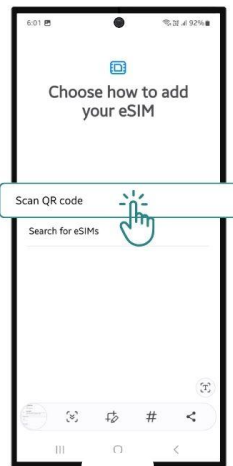
Under the Connections menu, select "SIM Manager"



3

Add eSIM

Here you see a list of all your current SIMs/ eSIMs. Click "Add eSIM" to install your purchased ConnectedYou eSIM. Ensure you have an active data connection/ WiFi enabled.



4

Select Scan QR code

Select Scan QR code option

Option 3: Enter eSIM details manually (Part 2 of 2)

Open the email with the QR code, where you'll find eSIM information to enter manually



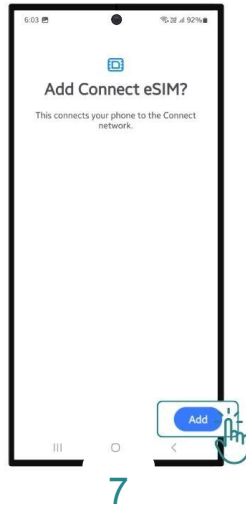
Enter Activation Code

You can try to scan the QR code, but if that's not possible, click "Enter Activation Code".



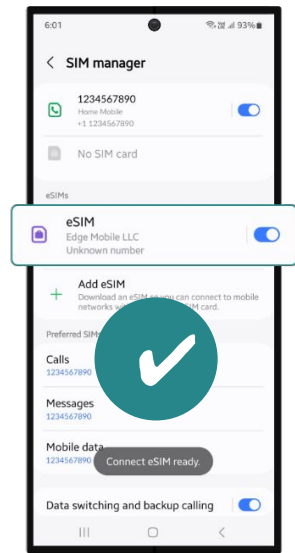
Enter eSIM details

Copy the eSIM details (LPA code) from your email and paste it in the text box.



Activate eSIM

Proceed to Activate the eSIM

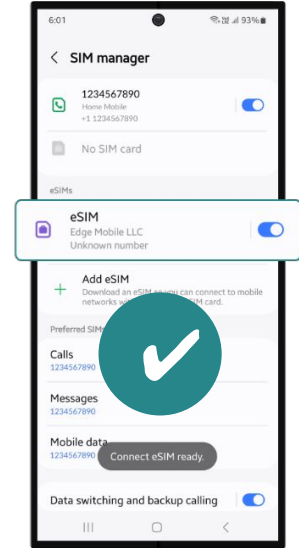
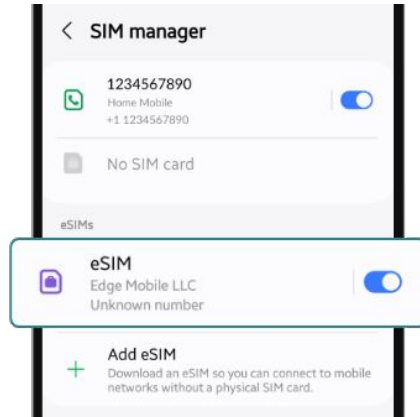


Your eSIM is ready!

Your eSIM is ready!

When you can see the eSIM entry in your list of SIMs in Mobile Service menu, your eSIM is ready for use!

Once you arrive at the destination, enable it for use.



Your eSIM is
ready!

At destination/ after arrival

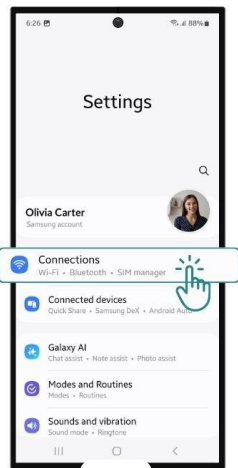


Enable your eSIM
once you land in destination

There are 3 steps to enable your eSIM:

- ☐ Turn ON the eSIM
- ☐ Turn ON Data Roaming
- ☐ Switch Mobile Data to use eSIM

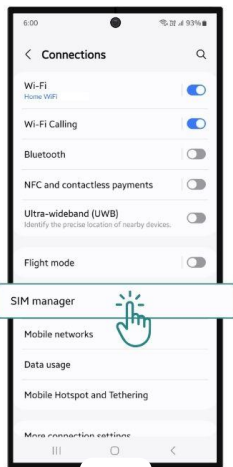
Enable your ConnectedYou eSIM (Part 1 of 2)



1

Go to Connections

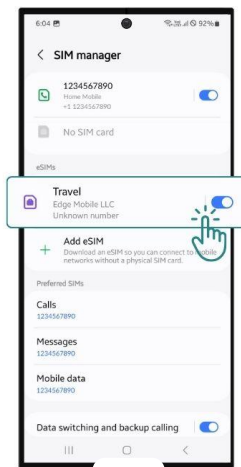
Select "Connections" from your device settings app



2

Go to SIM Manager

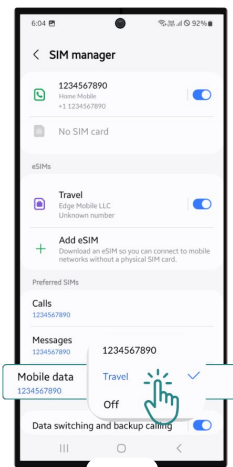
Under the Connections menu, select "SIM Manager"



3

Turn ON eSIM

Enable your ConnectedYou eSIM (your label may vary)

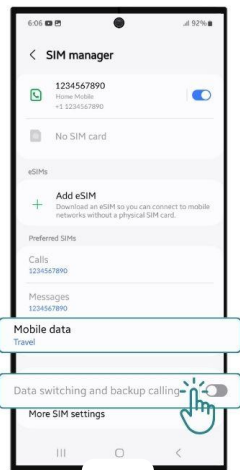


4

Select eSIM for Data

Click on Mobile Data & ensure you select the ConnectedYou eSIM for Mobile Data use.

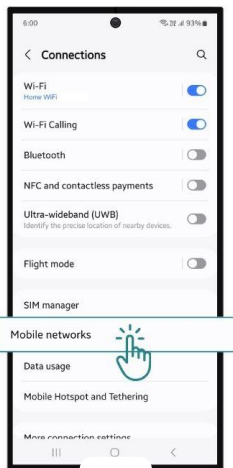
Enable your ConnectedYou eSIM (Part 2 of 2)



5

Turn off Data switching

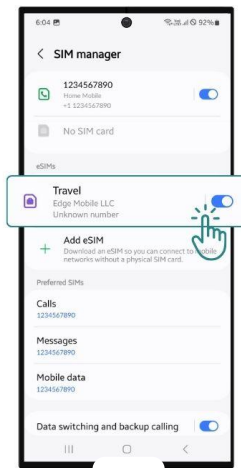
Once Mobile Data is set to the eSIM, then turn off data switching to ensure your primary line is not used for Data. You can keep your primary line enabled for Calls and Messages.



6

Go to Mobile Networks

Go back to the previous screen (Connections) and select "Mobile Networks"



7

Turn ON Data roaming

Turn on Data roaming to ensure your eSIM

 ConnectedYou®

Your eSIM is ready for use.
Happy browsing!