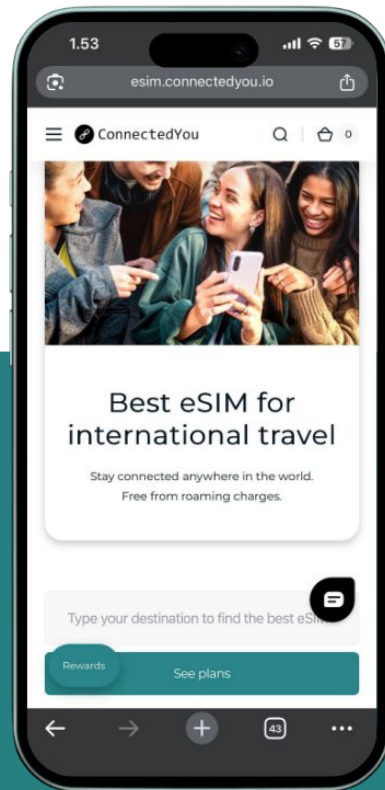


How to install eSIMs on iPhones & iPads



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



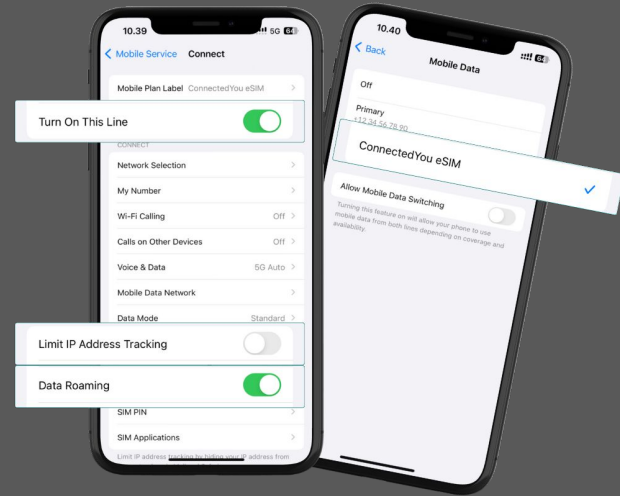
- ✓ Scan QR code
- ✓ Download & Install eSIM



At destination/ after arrival



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



At home/ before departure



Download & Install eSIM before
leaving your home country

There are 4 ways to start the eSIM download:

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

Option 1: Scan QR code from another device

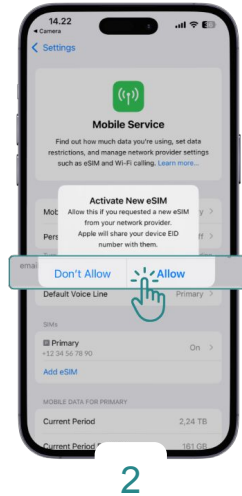
Keep your email with QR code ready in a secondary device



1

Open Camera & Scan Allow eSIM activation

Open your camera app to scan the QR code from email. The QR code gets detected as an eSIM – click the "Mobile Plan" pop up indicator



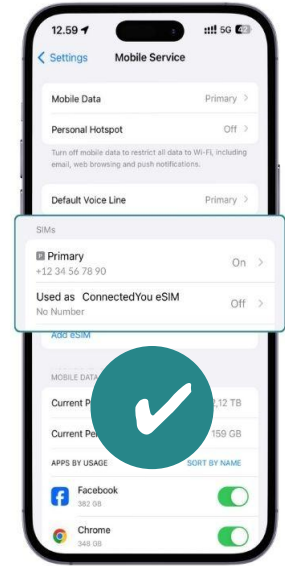
2



3

Activate eSIM

Proceed to Activate the eSIM



Your eSIM is ready!

Option 2: Tap to install eSIM

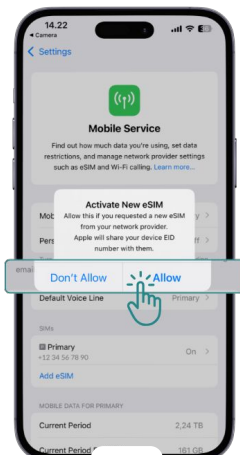
Are you on iOS 17.4 and above? Open the email from your iOS device.



1

Tap iOS 17.4+ eSIM Install

Open your email from ConnectedYou with eSIM details and tap on the iOS 17.4+ eSIM Install button



2

Allow eSIM activation

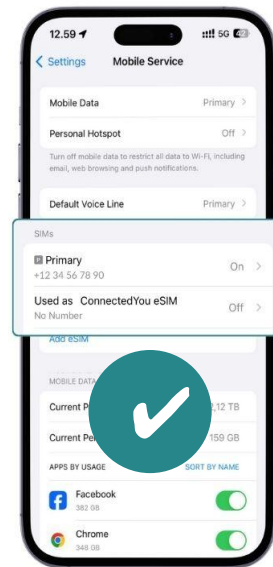
You will be requested to Allow New eSIM activation



3

Activate eSIM

Proceed to Activate the eSIM



Your eSIM is ready!

Option 3: Long Press QR code

Open the email from your iOS device & scroll to the QR code.



Long Press the QR code

Open the email with the QR code in your iPhone/ iPad. Long Press the QR code to see options.



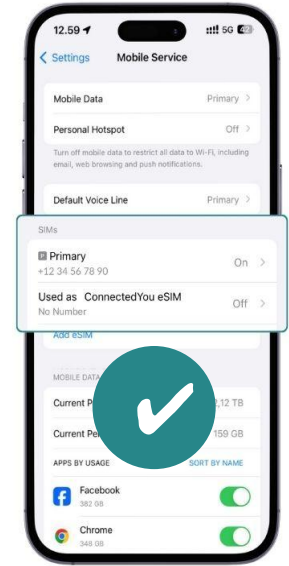
Allow eSIM activation

You will be requested to Allow New eSIM activation



Activate eSIM

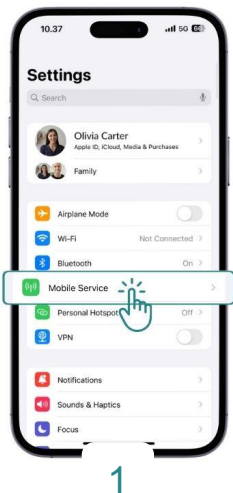
Proceed to Activate the eSIM



Your eSIM is ready!

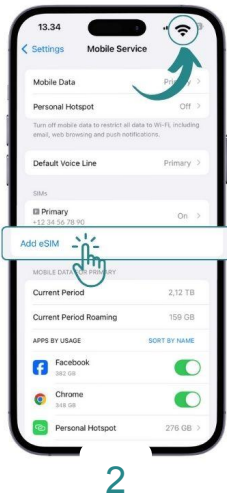
Option 4: Enter eSIM details manually (Part 1 of 2)

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



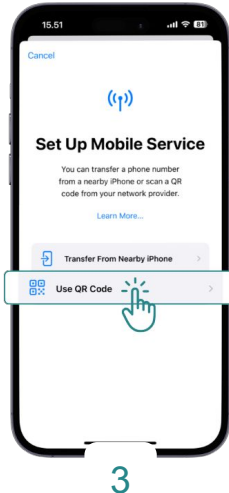
Go to Mobile Service

Select "Mobile Service" from your iPhone settings app.



Add eSIM

Under the SIMs section, you will see a list of all your current SIMs/ eSIMs. Click "Add eSIM".



Select QR option

Select QR code option

...proceed to part 2

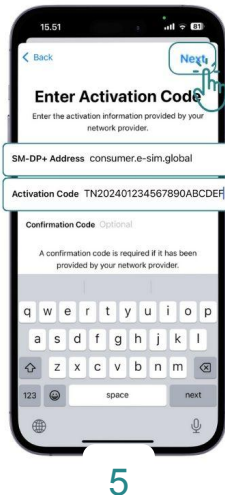
Option 4: Enter eSIM details manually (Part 2 of 2)

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



Select Manual option

You can try to scan the QR code, but if that doesn't work, then click "Enter Details Manually"



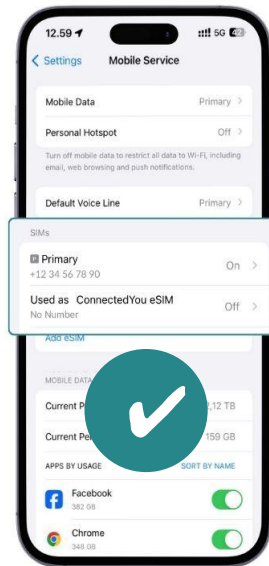
Enter the eSIM details

Copy the eSIM details (SMDP+ address & activation code) from your email and paste into appropriate fields.



Activate eSIM

Proceed to Activate the eSIM

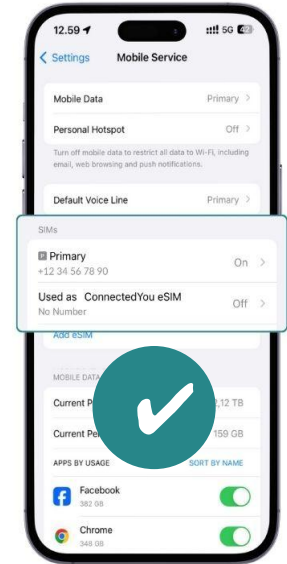
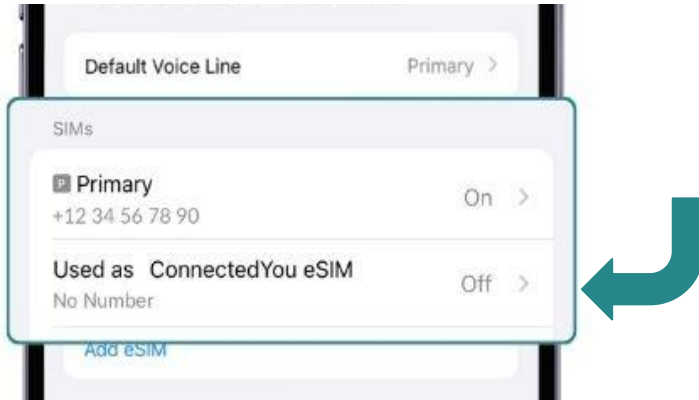


Your eSIM is ready!

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

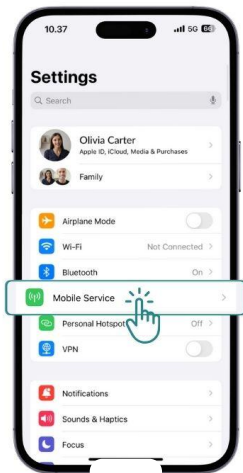


Enable your eSIM
once you land in destination

There are 3 steps to enable your eSIM:

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

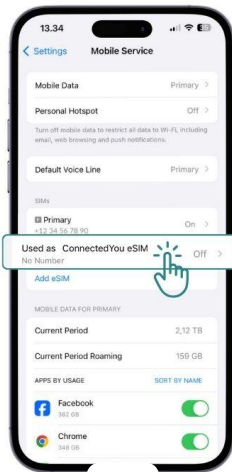
Enable your ConnectedYou eSIM (Part 1 of 2)



1

Go to Mobile Service

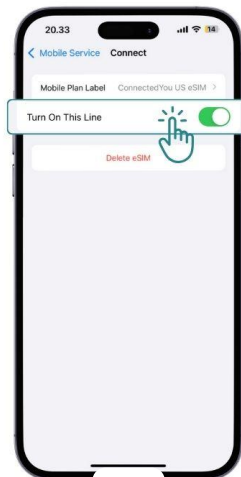
Select "Mobile Service" from your iPhone settings app.



2

Select eSIM

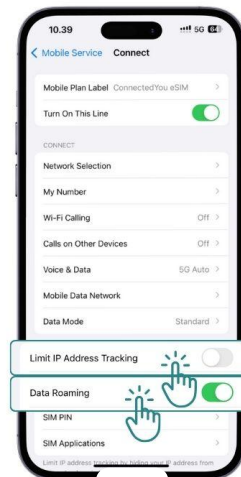
Under the SIMs section, you will see a list of all your current SIMs/ eSIMs. Select the ConnectedYou eSIM – it may be labelled as Business/ Travel, etc.



3

Turn ON eSIM

Turn ON your ConnectedYou eSIM Line. Once you do this, go BACK to the previous menu.

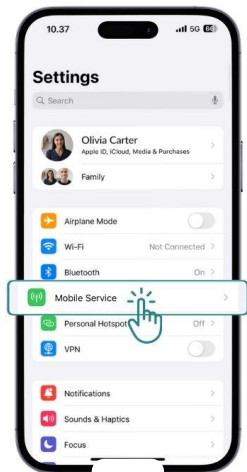


4

Turn ON Data Roaming

Re-enter the same eSIM once more and this time, scroll down and turn ON Data Roaming. It is advisable to turn OFF "limit IP Address Tracking" as that can potentially cause slow data speeds.

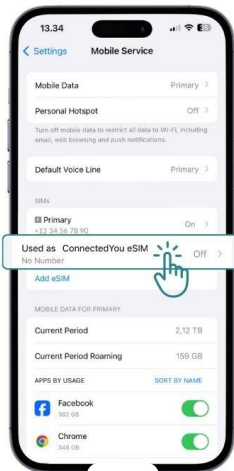
Enable your ConnectedYou eSIM (Part 2 of 2)



5

Go to Mobile Data

Go back to the previous screen, and enter the Mobile Data menu.

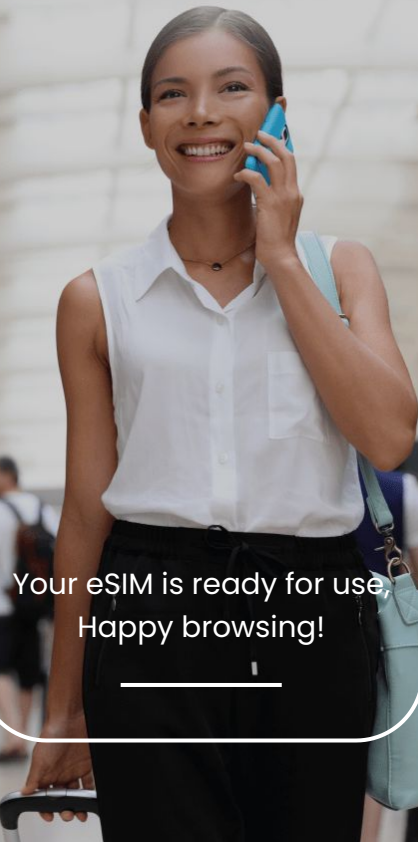


6

Use ConnectedYou eSIM
for Mobile Data

Select the ConnectedYou eSIM as the option for using Mobile Data. Turn off Mobile data switching to ensure your primary line is not used for Data. You can keep your primary line enabled for Calls and Messages.

 ConnectedYou®



Your eSIM is ready for use,
Happy browsing!