



How to install my  
**eSIM on my Android device.**

Experience the world without data worries.

**ESIM** **HELPDESK**

# Getting Started

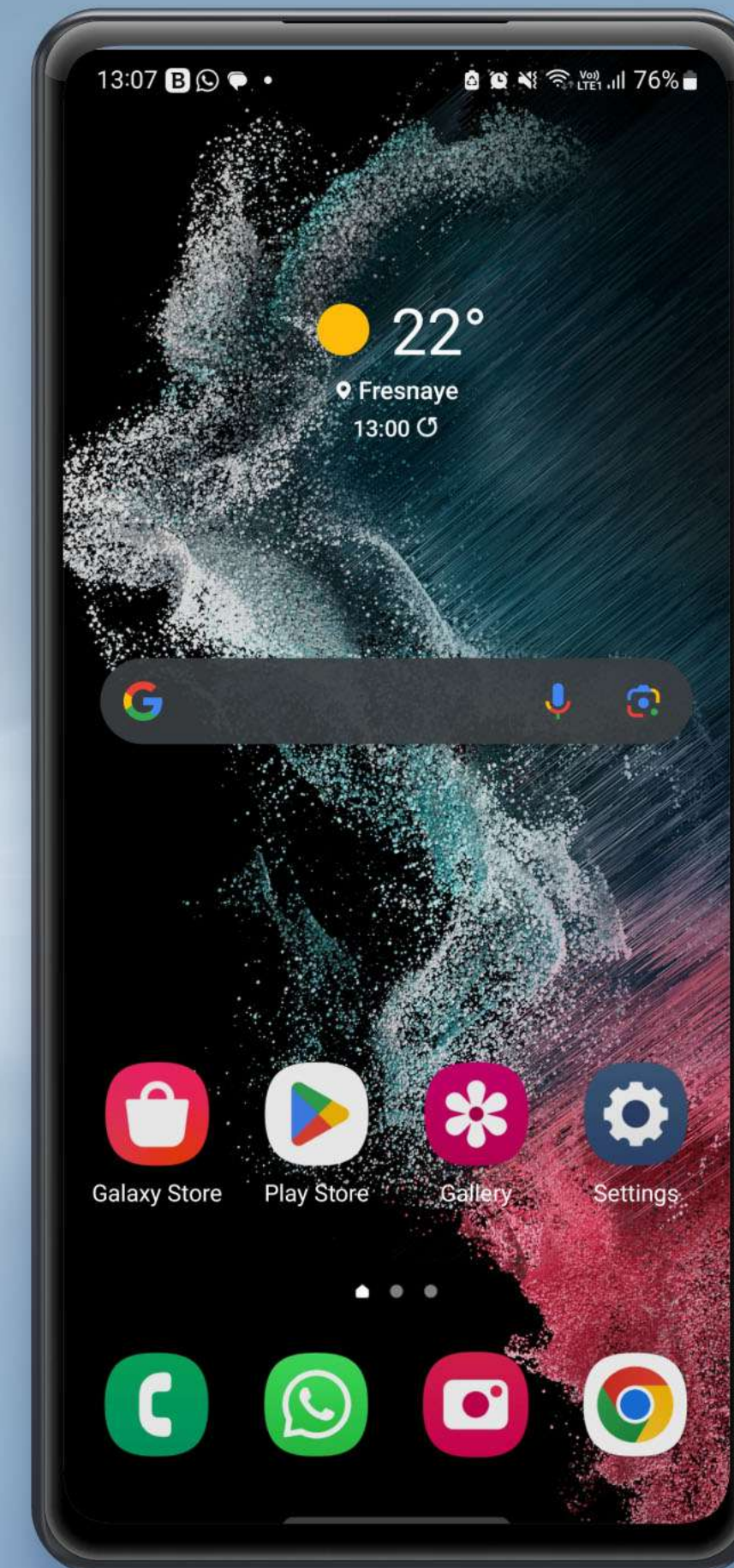
1

## When should I install my eSIM?

To ensure a smooth setup process, we recommend installing your eSIM just before your departure, as installation requires a stable Internet connection.

However, if you prefer, you can wait until you arrive in your destination country to activate your eSIM using WIFI.

If you installed your eSim in your home country, you can turn the eSim off until you reach your destination country. Activation of the package only occurs when you use your eSIM in the country / region where it is eligible for connection.

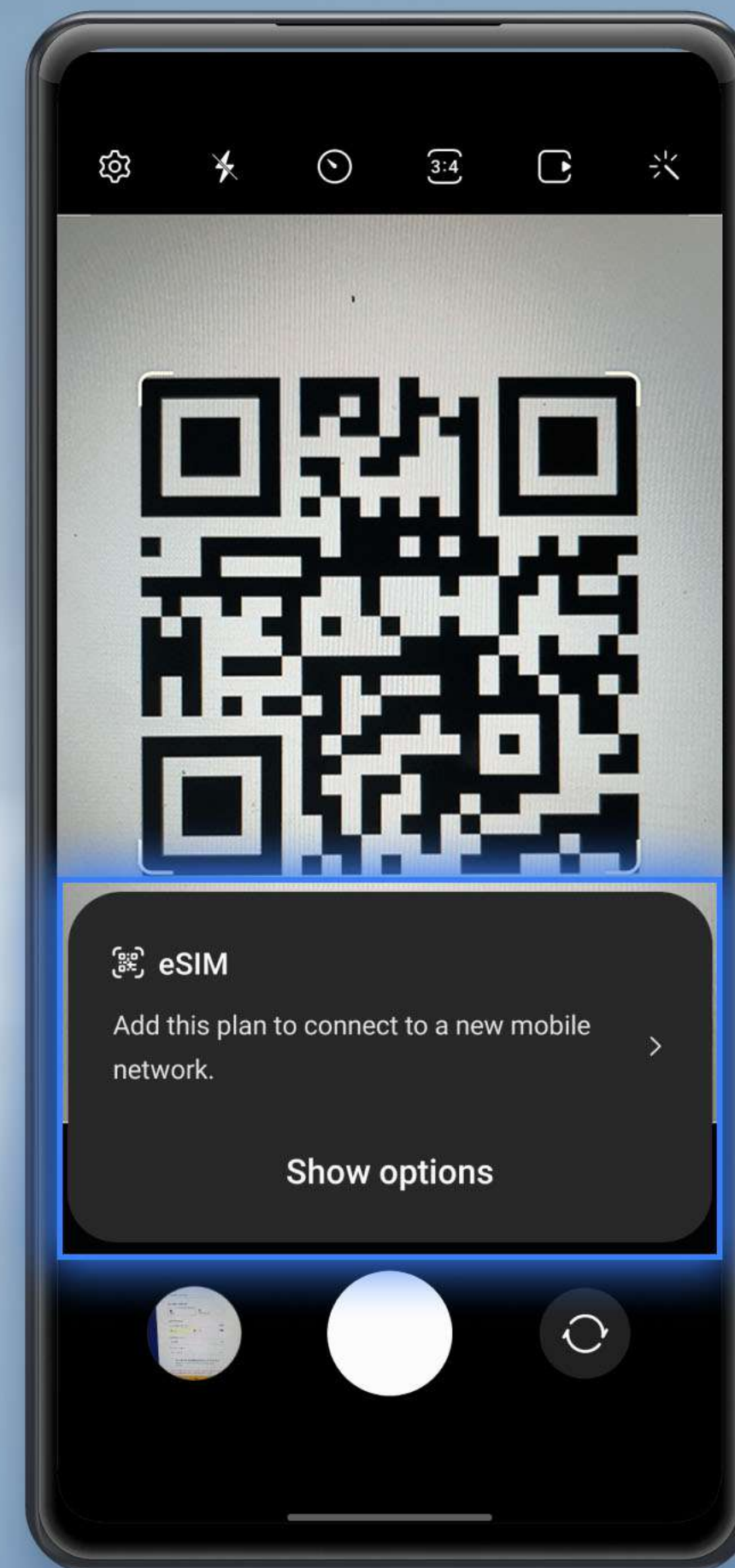


# Before You Travel

2

## Scan the QR Code.

- With a stable Internet connection, **scan the QR code** provided to you on the checkout page or confirmation email you received.
- **Click on the eSIM popup** – Add this plan to connect to a new mobile network.
- **Accept** and continue all prompts.

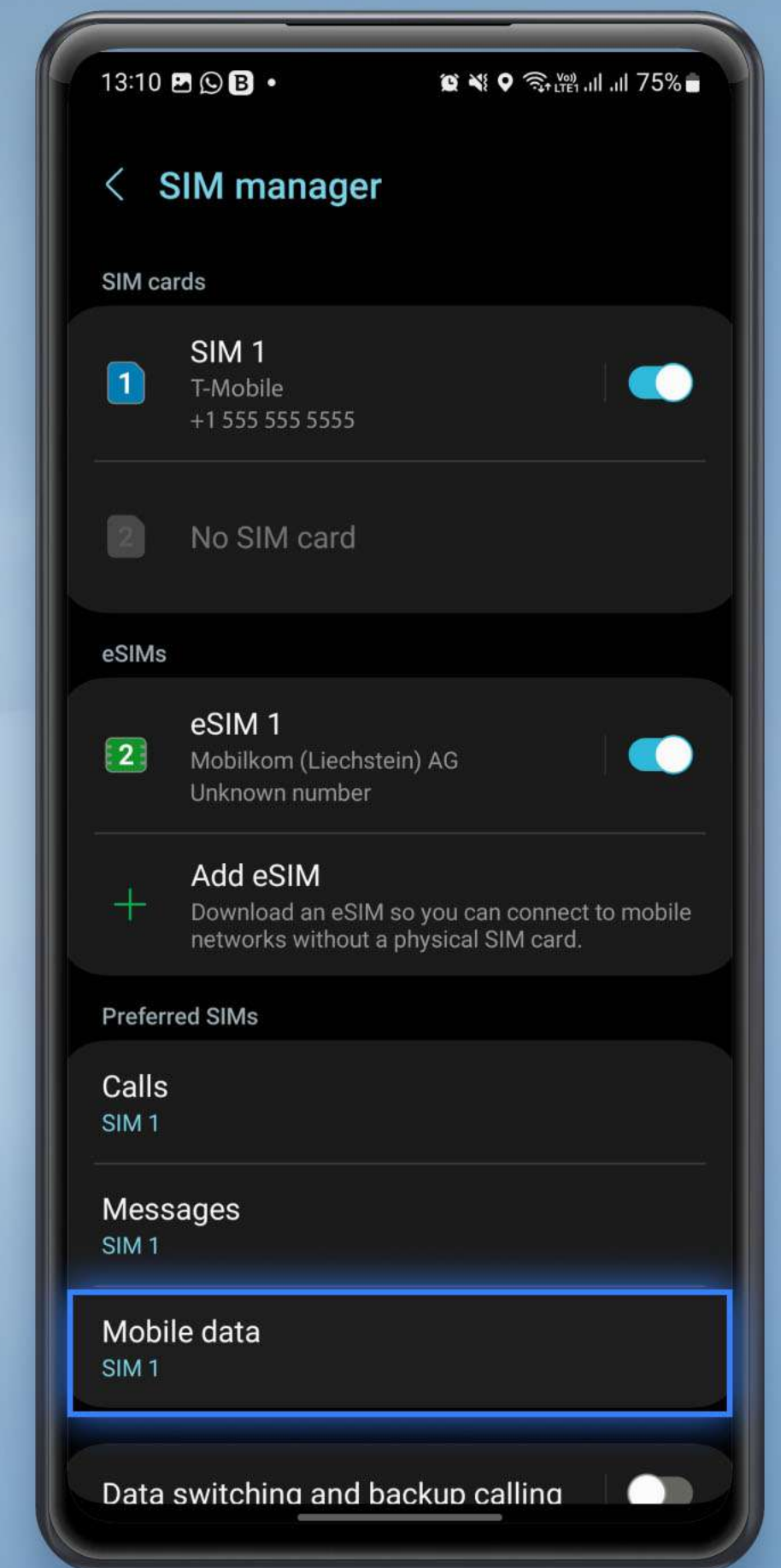
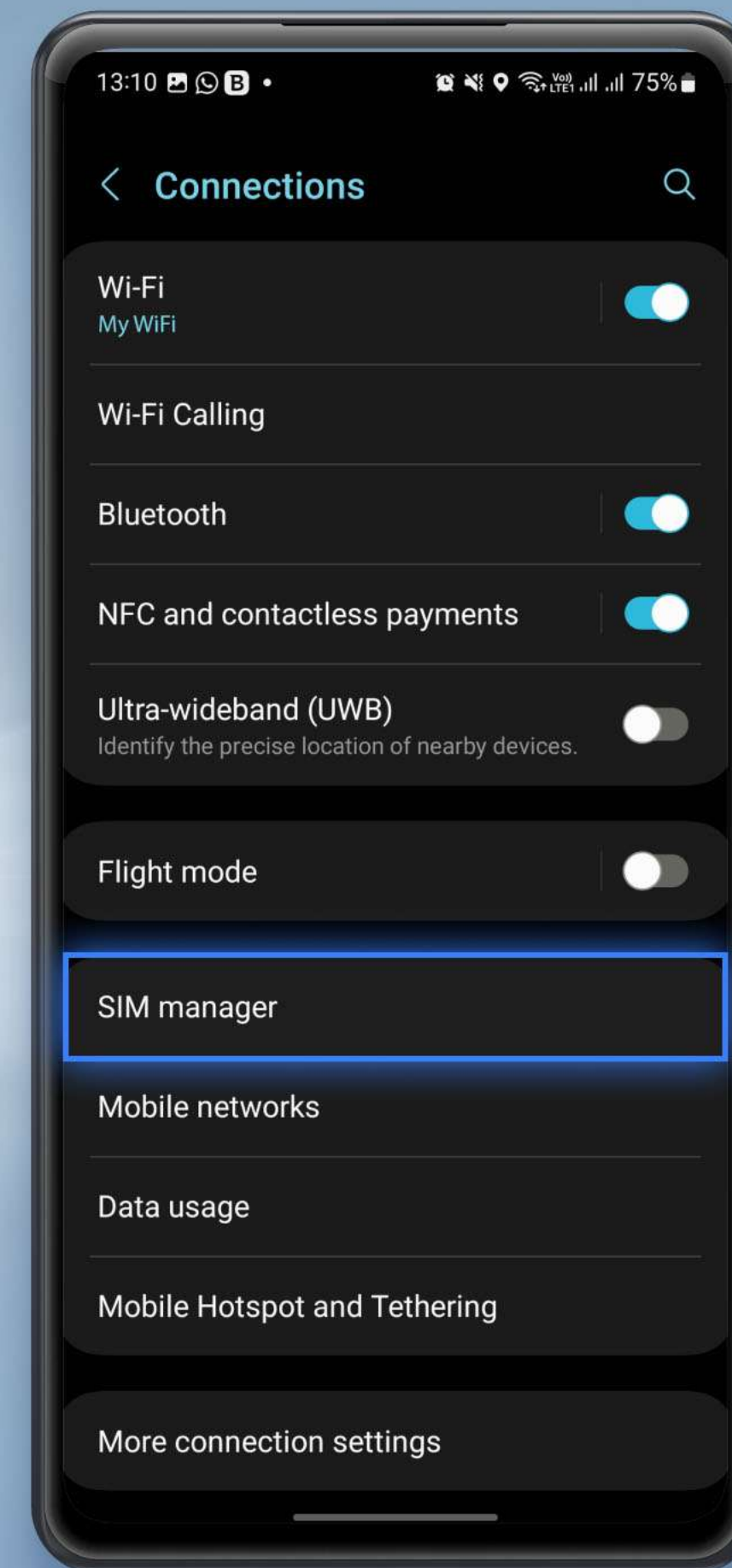
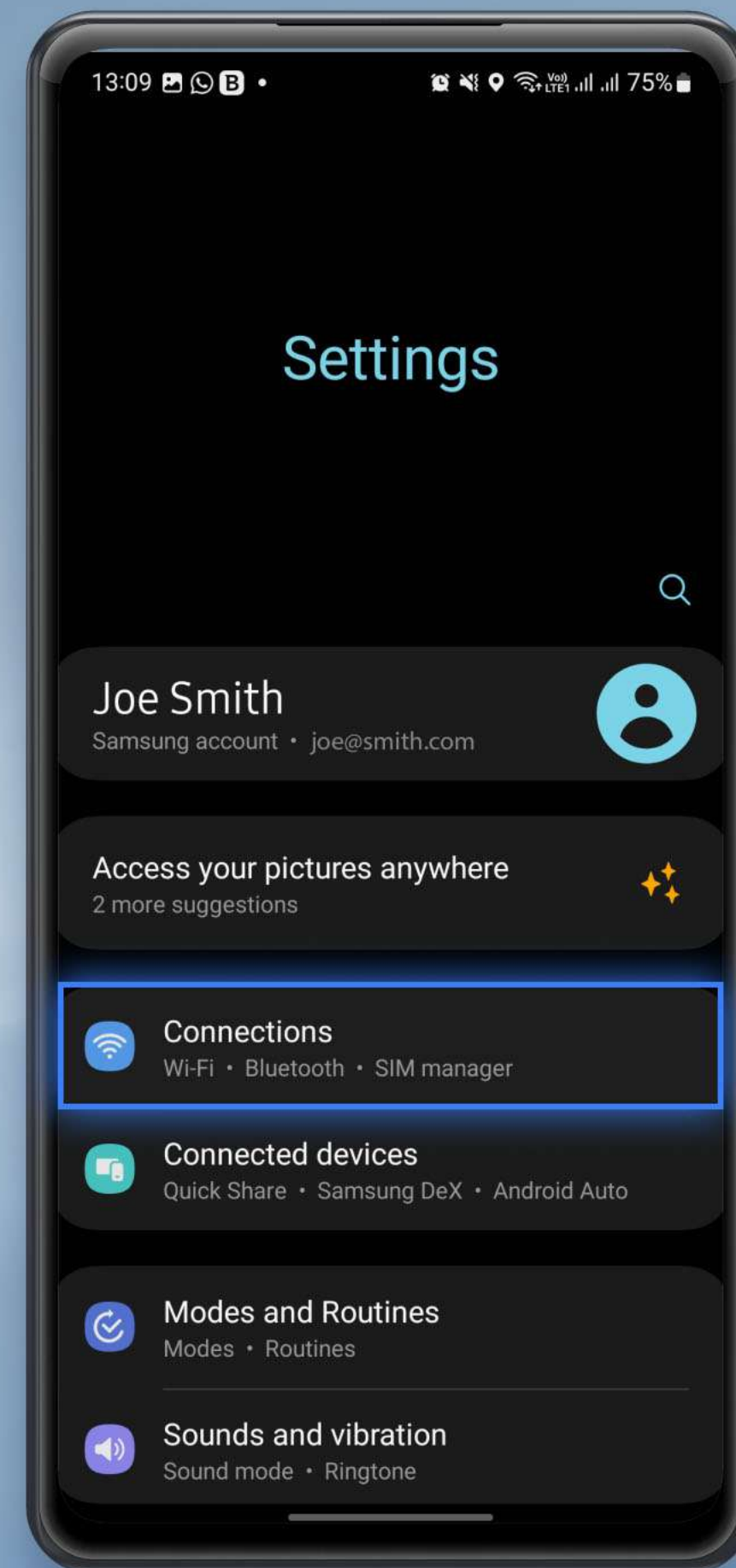


# When You Arrive

3

## Switch Mobile Data to your eSIM.

- Go to **Settings**.
- Tap on **Connections**.
- Tap on **Sim Manager**.
- Tap on **Mobile Data** and set it to your eSIM.

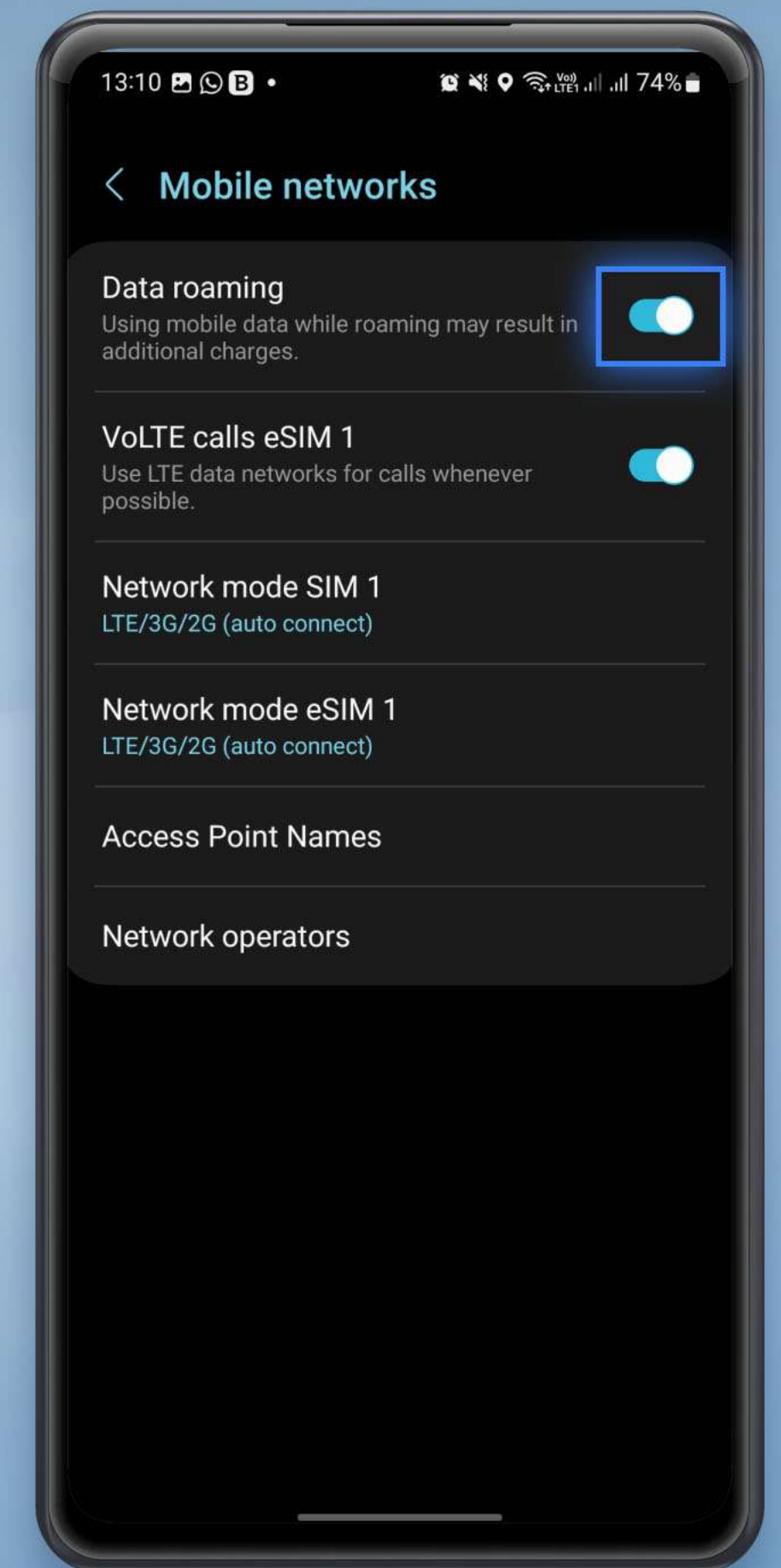
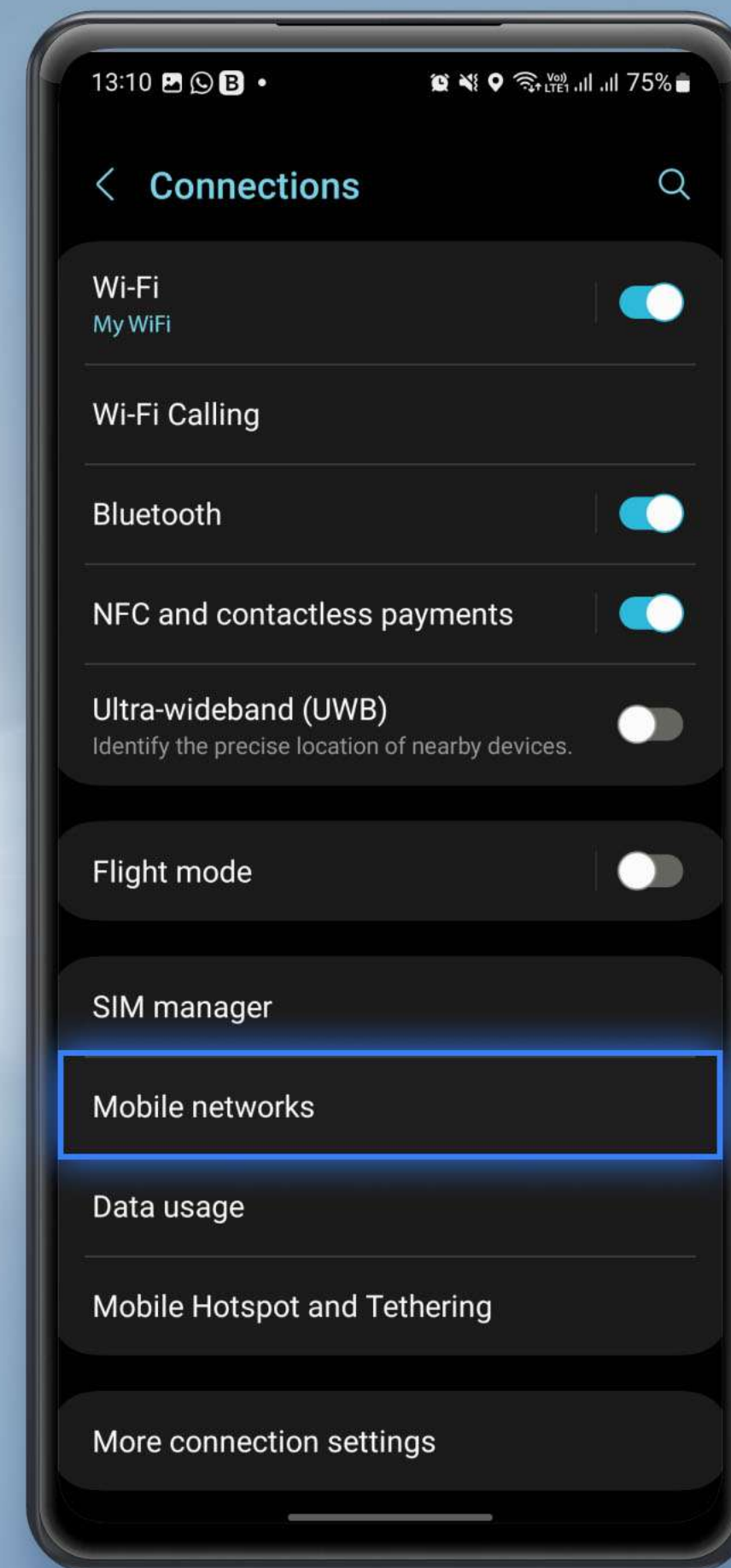
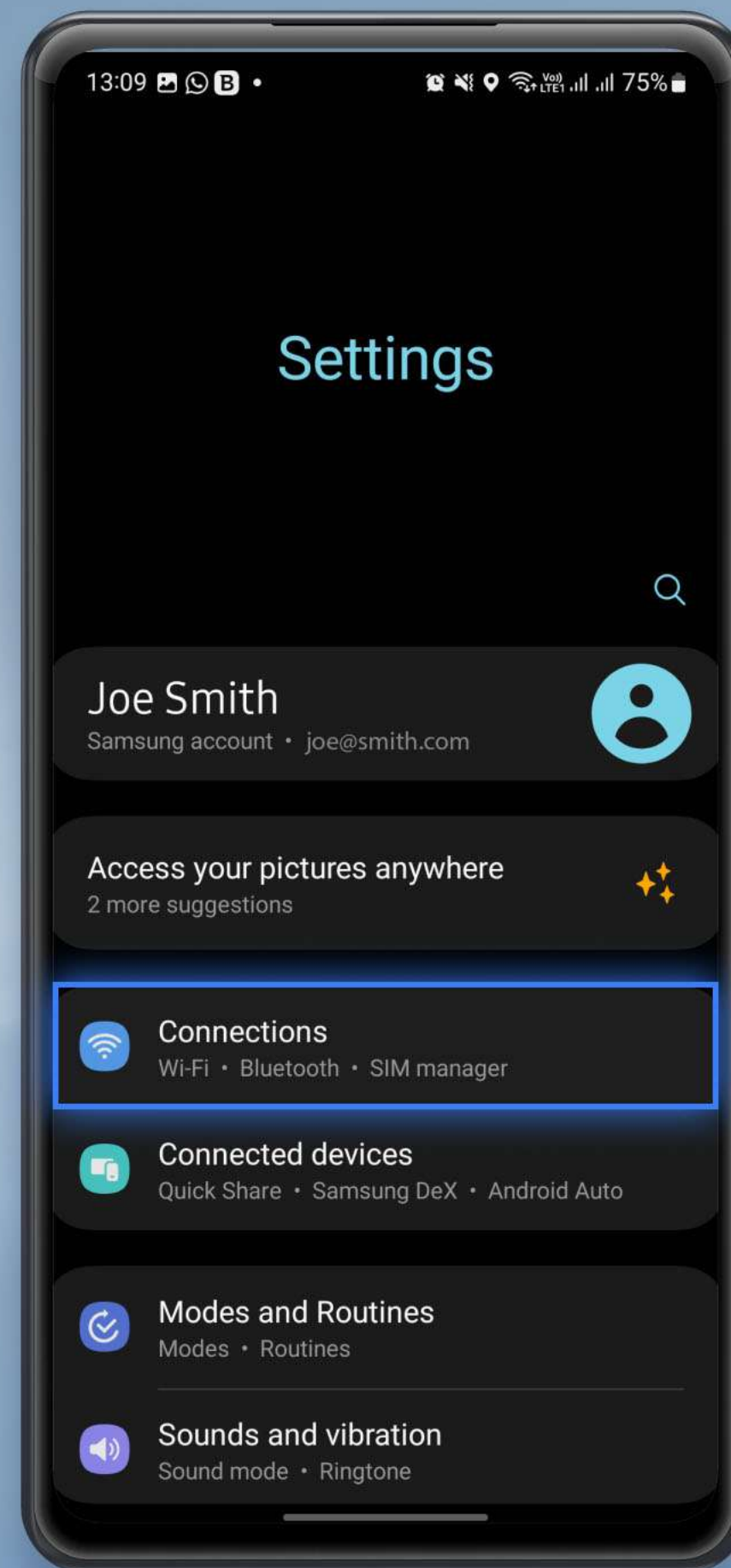


# When You Arrive

4

Turn on roaming for your eSIM.

- Go to **Settings**.
- Tap on **Connections**.
- Tap on **Mobile Networks**.
- **Toggle Data roaming** to on.



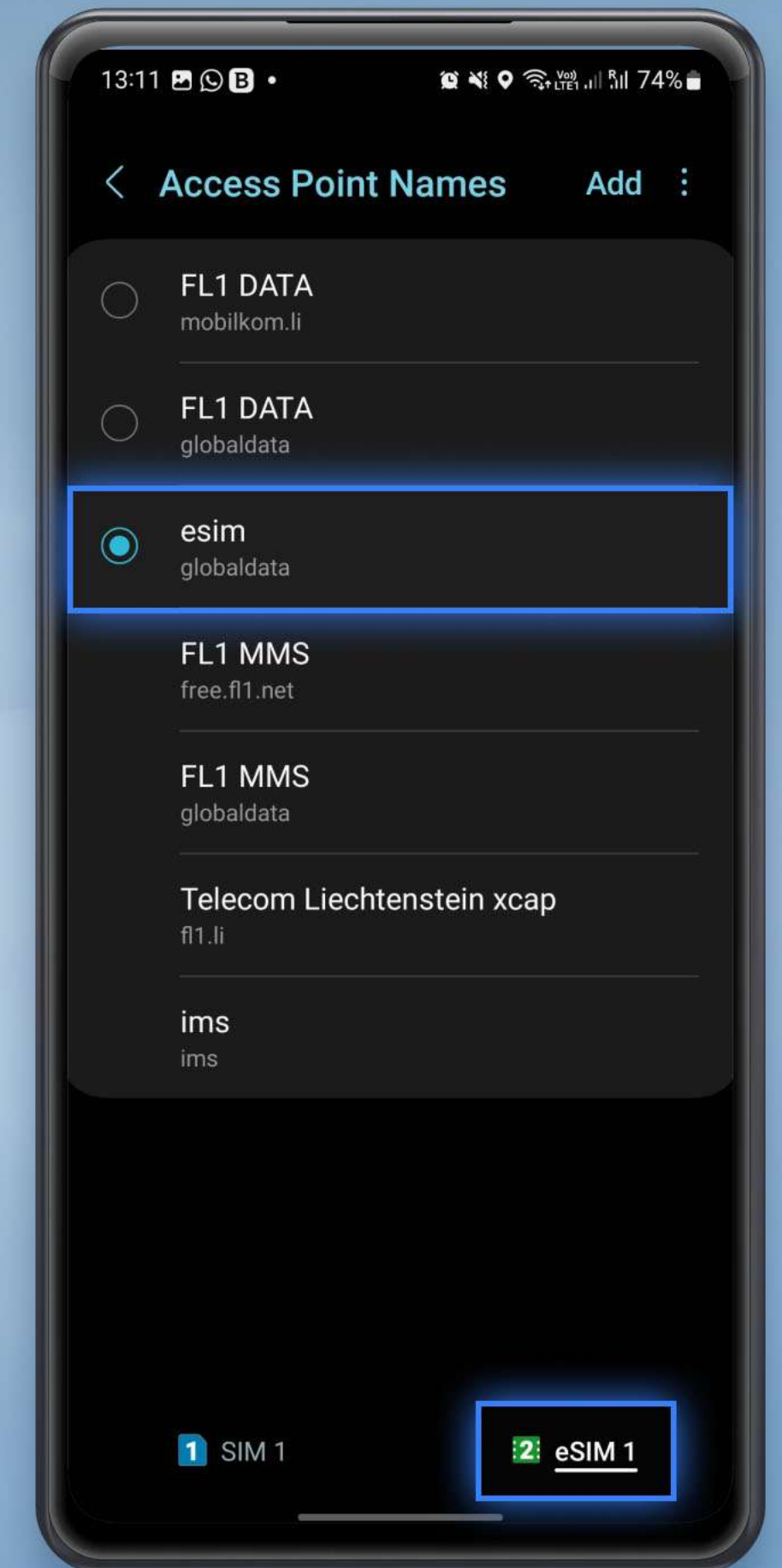
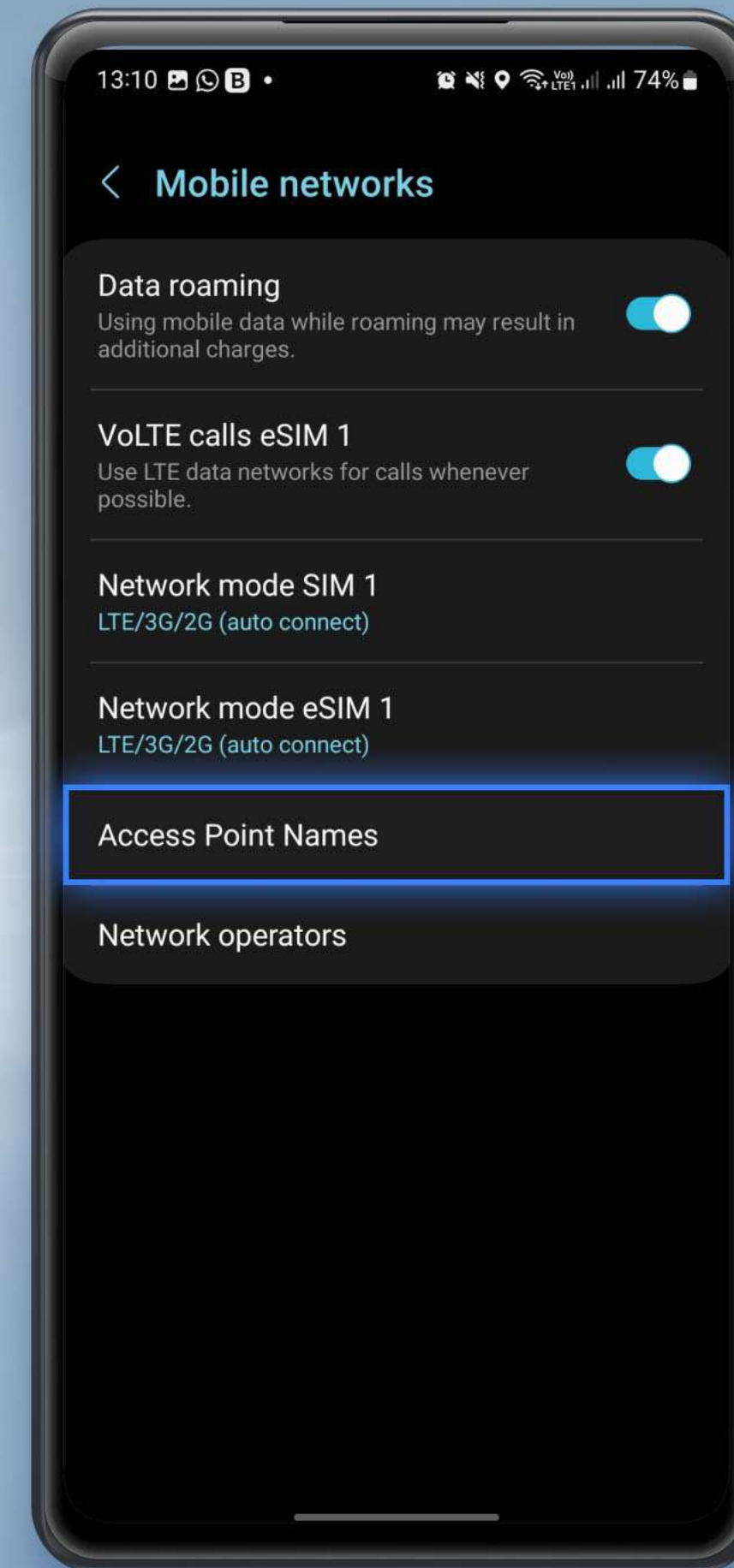
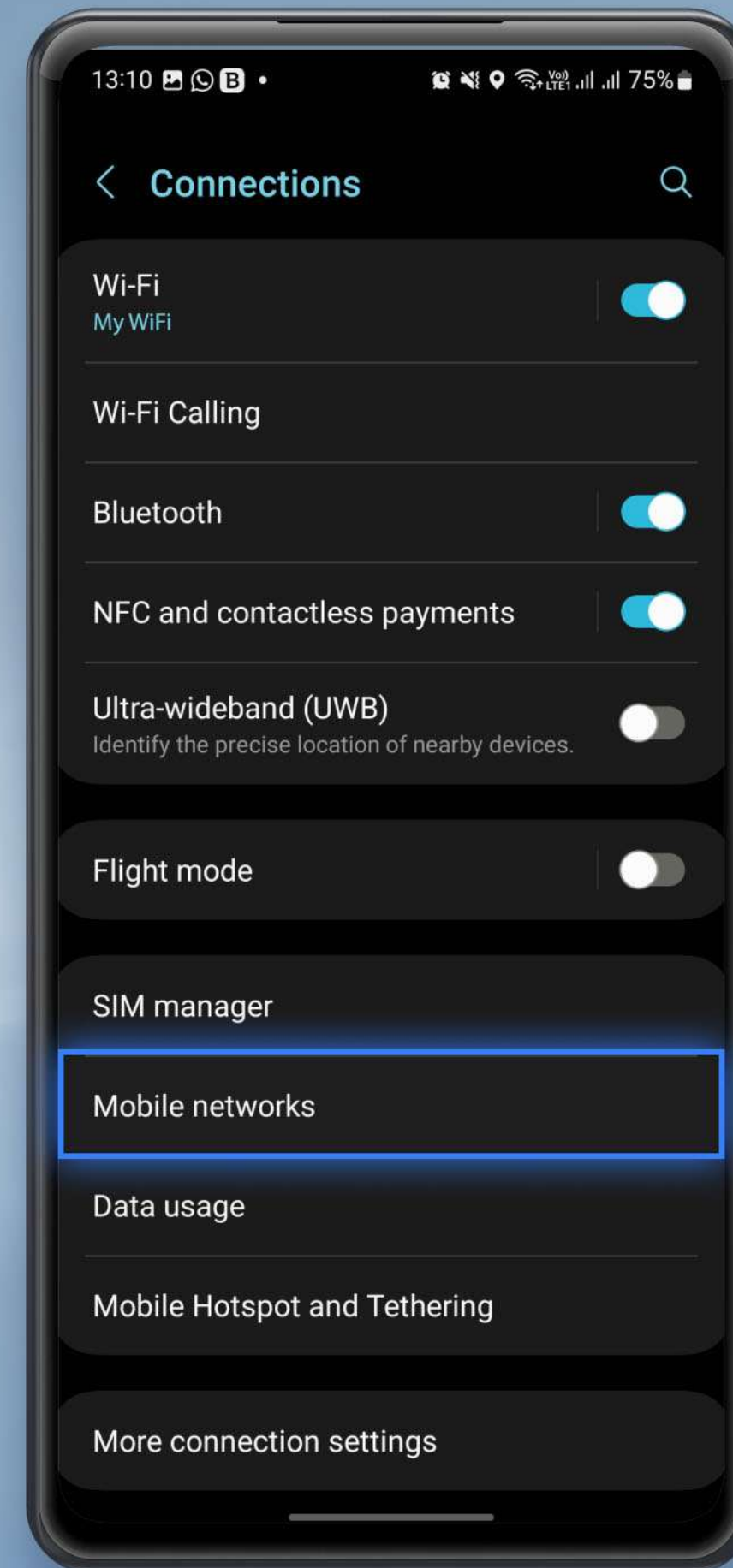
# Troubleshooting

5

## Check your eSIM settings.

If you're having trouble connecting, please ensure your APN is setup correctly.

- Go to **Settings**.
- Tap on **Connections**.
- Tap on **Mobile Networks**.
- Tap on **Access Point Names**.
- **Select** the eSIM (typically at the bottom of your screen).
- Ensure an option is selected that has the APN **globaldata** (no capital letters and no spaces).

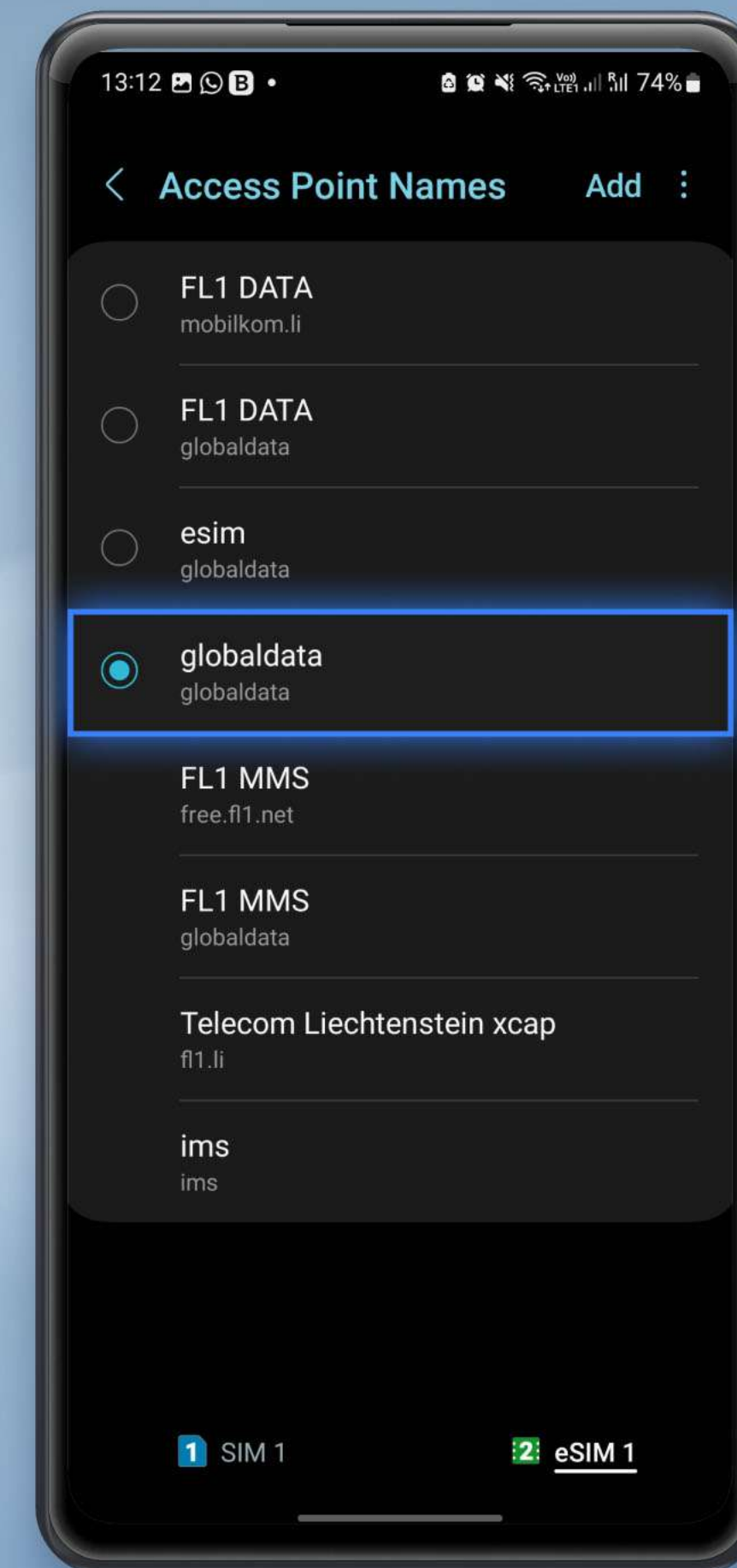
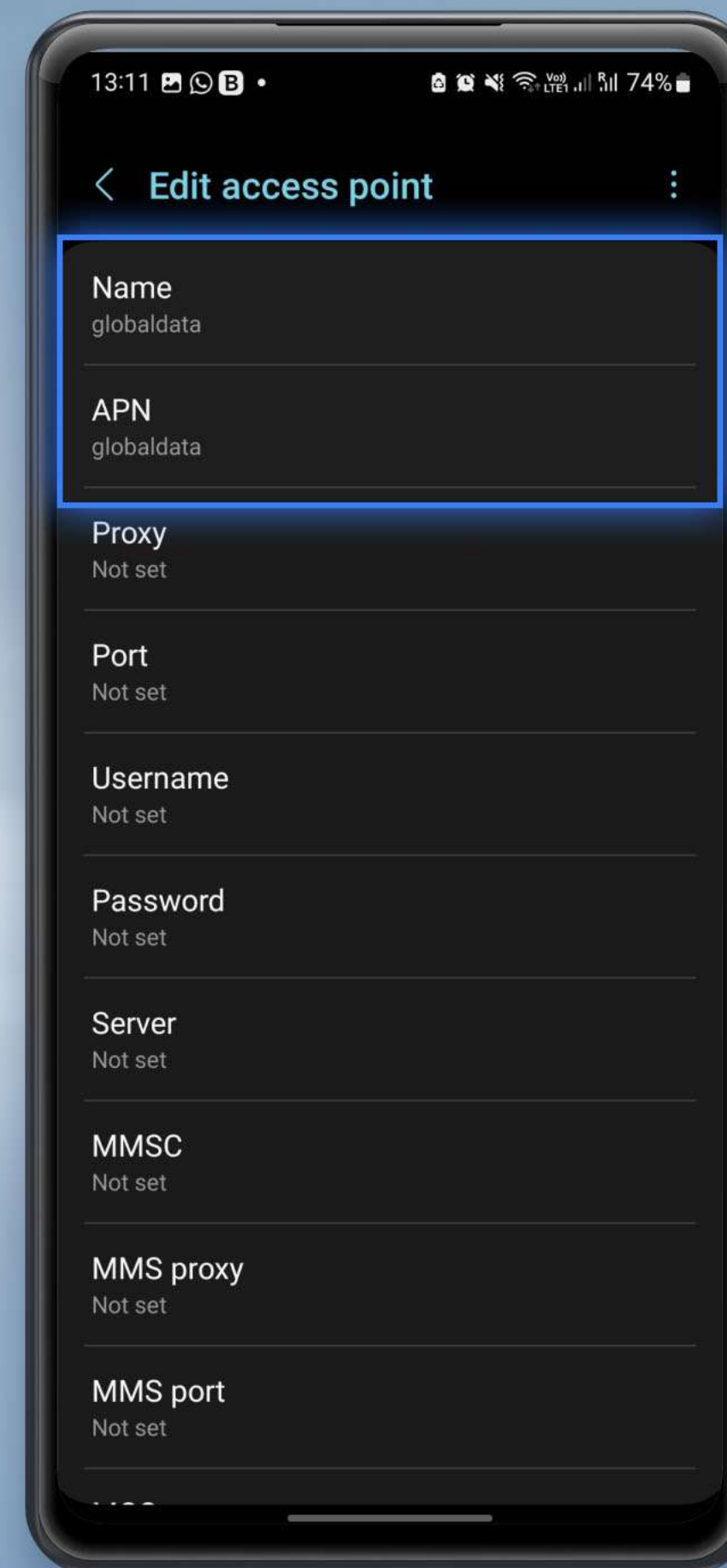


# Troubleshooting

6

## Confirming APN details.

- Each APN option on the list will have a name in bold, and the APN address below it.
- If no options include the APN globaldata, click on **Add** (usually top right of your screen), Tap on **Name** and label it esim, then tap on **APN** and label it globaldata (no capital letters and no spaces).
- Then **Tap on the back arrow or save**, depending on your device, and select the APN with the Name esim and the APN globaldata
- Then **tap on the back arrow or save**, depending on your device and exit settings.



**That's it! You're ready to explore with seamless,  
affordable data from eSim Helpdesk.**

