Installing eSIM(s) on Android Devices

This help guide walks you through the steps required to install an eSIM on Android Device's, the guide was created using a Samsung Galaxy S21 with the most recent version of Android software available at the time, Android 13.

There are two install options offered in this help guide, either "*install using a QR code*" or "*manual install*"

Before starting the install, it is important you have the following three components:

- A strong internet connection Ideally using a Wifi network or a good 4G connection
- An eSIM compatible device If unsure, a list of compatible devices is provided <u>here</u>
- The device is not locked to one particular network - If unsure, an article has been provided to talk you through how to determine the "locked / unlocked" status of a device, click here

Don't forget to turn on "Data Roaming" after install!

Install Using A QR Code

Step 1.

Scan the QR code, there are two options for scanning;

Either

1.1) Open camera > Scan QR > Tap "Add plan to phone"



1.2) Go to Settings > Connections > SIM manager > Add eSIM



Then tap "Scan QR code from service provider" > Now scan the QR code provided



Step 2.

When prompted, tap "Add" > Allow up to 10 minutes for the eSIM to activate > Tap "Done"



Step 3. - Now configure your SIM / eSIM settings correctly

3.1) Leave "Calls" and "Messages" set to your original primary SIM

3.2) Tap "Mobile Data" > Select the eSIM > Tap "Change"

< SIM manager	< SIM manager	< SIM manager
SIM cards		
SIM 1	eSiMs	eSIMs
02-UK	eSIM 1 3.UK Uriknown number	eSIM 1 Unknown Unknown number
No SIM card	+ Add eSIM Download an eSIM so you can connect to mobile networks without a SIM card.	+ Add eSIM Download an eSIM so you can connect to mobile networks without a SIM card.
esime	Preferred SIMs	Preferred SIMs
eSIM 1 3 UK Unkrown number	Calls SIM 1	Calls SM 1
+ Add eSIM Download an eSIM so you can connect to mobile networks without a SIM card.	Messages SM 1	Messages SM 1
Preferred SiMs	SIM 1	Mobile data
Calls	eSIM 1	Change mobile data SIM?
Messages	off kup 🔘	eSIM 1 will be used for all mobile data. Its network mode will be set to 5G/LTE/3G/2G (auto connect).
Mobile data SiM 1	More SIM settings	Cancel Change
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Step 4. - Ensure Data Roaming is Active

Go to "Settings" > Connections > Mobile networks > Ensure "Data roaming" is turned on

