



USERS' INSTRUCTIONS

- For IOS Users
- For Android Users

Install your Data Plan with eSIM

Your current cellular plan uses your nano-SIM, and here we guide you on how to add your eSIM cellular plan and use it when you are in your travel destination.

Your eSIM will be stored digitally on your device. When you buy it online, you will receive a QR Code to scan and add to your phone.

Important:

- Please make sure to have the following items available before installation:
 - [a carrier-unlocked and eSIM-compatible device](#)
 - eSIM QR code (that is contained in the email sent to you after your payment)
 - Stable Wi-Fi connection.
- The QR code provided to you can be scanned ONCE only. In case you have issues adding or using it, please DON'T REMOVE/DELETE but contact us for assistance.
- Refund will be made only when our eSIM has error that has been communicated to us and cannot be fixed by us.

And here come the detailed instructions to use the eSIM provided by Gigago

For iPhones

1. Install the eSIM

1.1. Enable Wifi connection so you can download your eSIM



1.2. Go to **Settings**  > **Cellular / Mobile.**

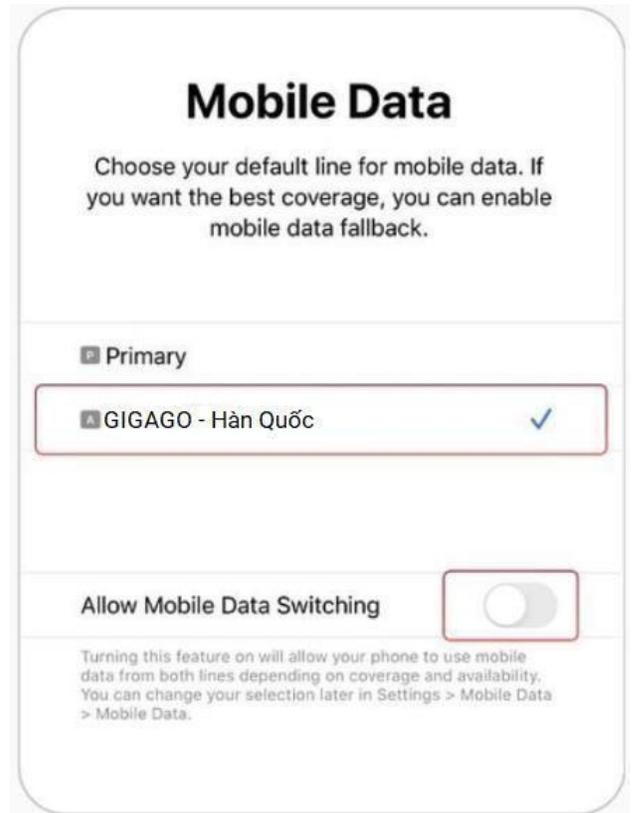


<p>1.3. Tap Add a cellular plan / Add Mobile Data Plan / Add eSIM.</p>	
<p>1.4. (Select Use QR code for iPhone with iOS16 or higher) Scan the QR code provided by Simgo</p>	 <p style="text-align: center;">Scan QR Code</p> <p style="text-align: center;">Position the QR code from your carrier in the frame.</p>
<p>1.5. Tap Add Cellular Plan / Add Data Plan / Continue</p> <p><i>This activation step may takes up to 15 – 20 minutes for iOS 16 iPhones.</i></p>	<p style="text-align: center;">Add Data Plan</p> <p style="text-align: center;">A data plan from 'MySIM' is ready to be added to iPhone.</p> <p style="text-align: center;">Add Data Plan</p>
<p>1.6. Label your eSIM.</p> <p><i>This act allows you to add your eSIM without activating its data plan (its validity will not be affected)</i></p>	<p>Cellular Plan Label Business ></p> <hr/> <p>Turn On This Line <input type="checkbox"/></p>

1.7. Set **Default Line** and **Default Cellular Data**

- Set the eSIM as the **Default Mobile Data** / **Default Cellular Data**.

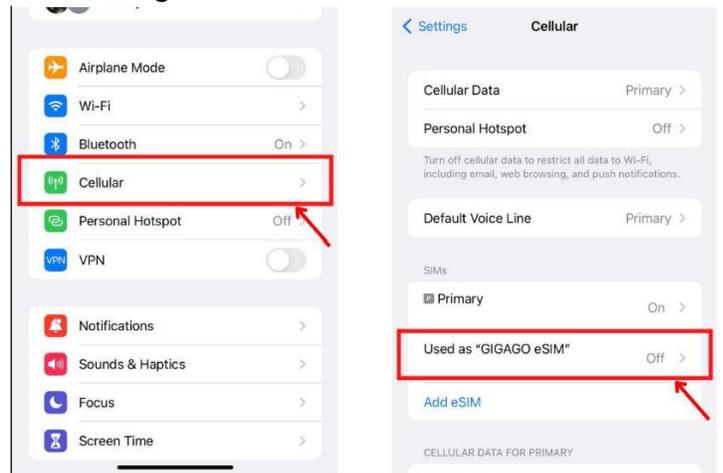
Note: You need to turn OFF **Allow Mobile Data Switching** to avoid automatically switching to your primary SIM when using data.



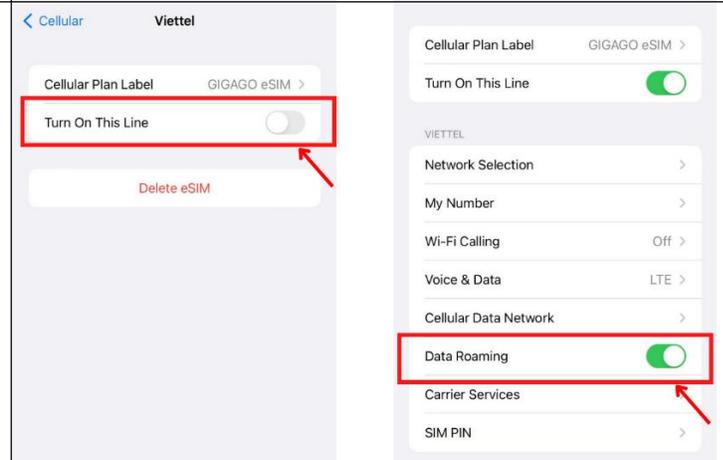
2. Set up eSIM when you need to use it

Turn ON eSIM and turn ON Data roaming to start using mobile data.

2.1. Go to **Settings > Cellular/Mobile data** > Tap on the eSIM.

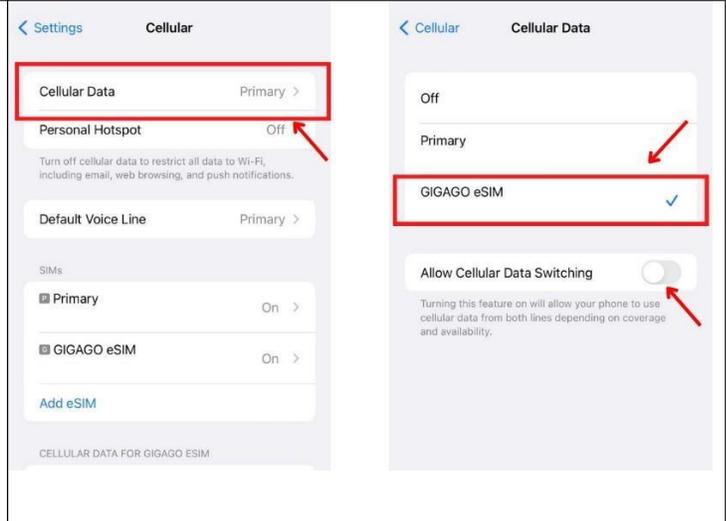


2.2. Tap on **Turn on this Line** > Turn ON **Data roaming**.



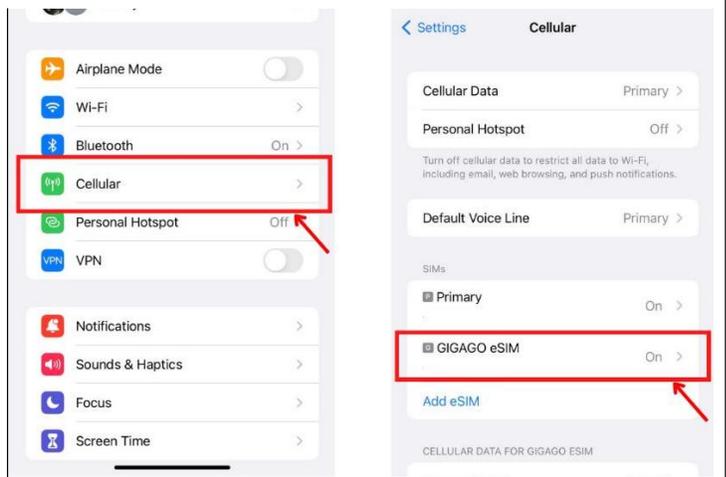
2.3. Back to **Settings** > **Cellular/Mobile**.

2.4. If keep your Primary phone number active, Go to **Cellular Data/Mobile Data** on top of this screen > Set eSIM as **Mobile Data** > Turn OFF **Allow switching data** to avoid data roaming charge on your primary SIM/eSIM. If you have only our esim active, ignore this step.



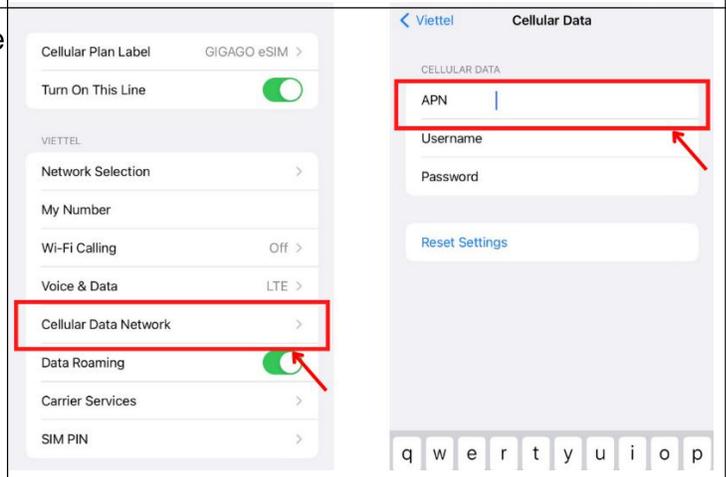
3. If you can not access the mobile internet, please go to eSIM to set up APN as the guide below:

3.1. Go to **Settings** > **Cellular** > Tap on the eSIM.

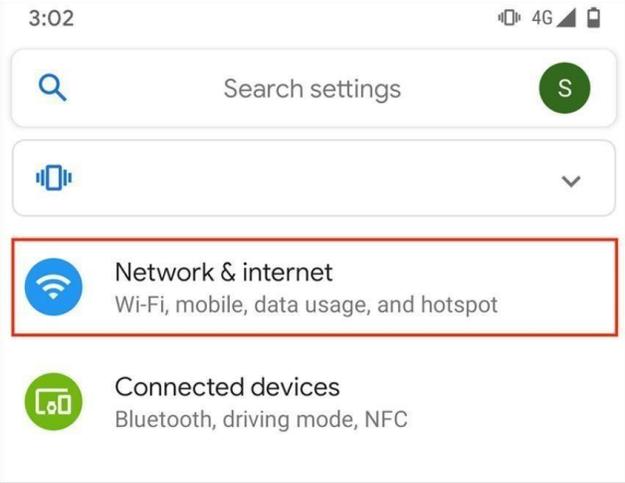
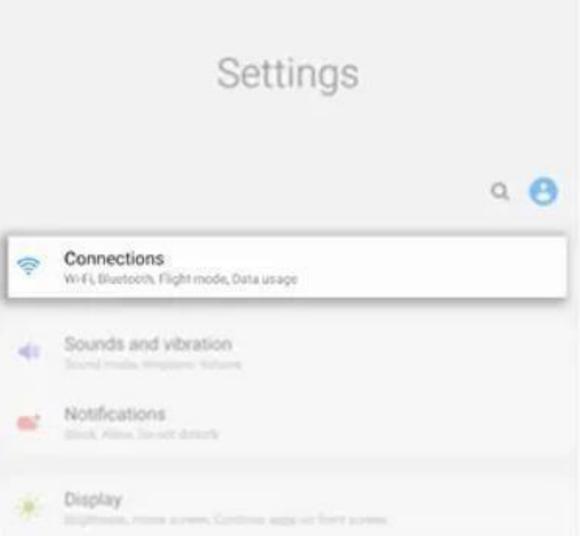
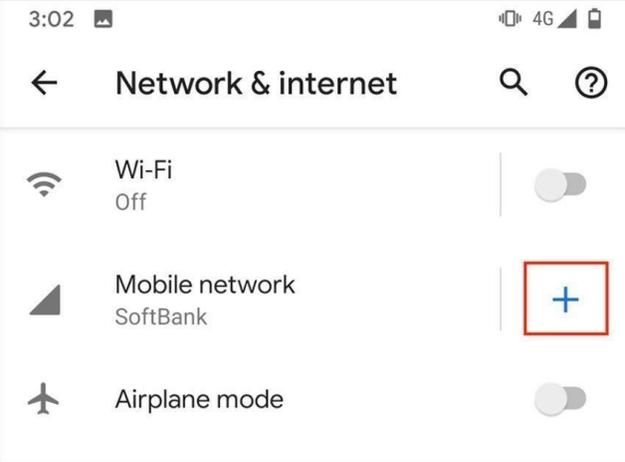
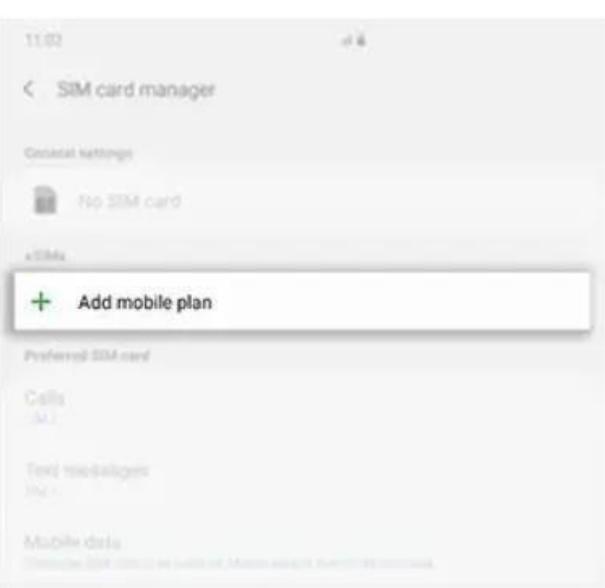


3.2. Go to Cellular Data Network > Enter the APN (Noted in the email).

Then, turn the **Airplane Mode** ON and then OFF, and enable the Mobile data to enjoy the internet.



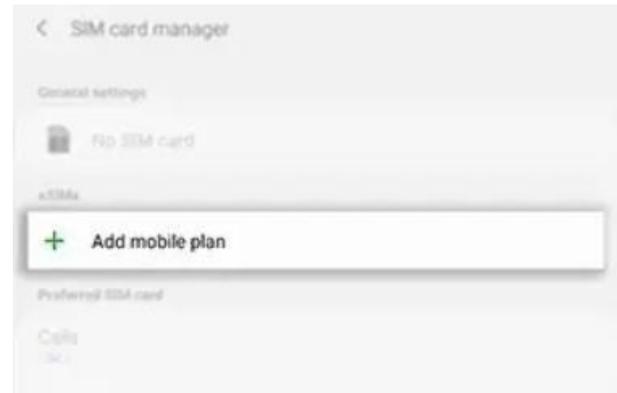
For Android

Google Pixel	Samsung
<p>1. Install the eSIM</p> <p>1.1 Go to Settings >> Network & internet</p>  <p>The screenshot shows the Google Pixel Settings app. At the top, there is a search bar labeled 'Search settings' and a green circular icon with a white 'S'. Below the search bar is a section with a Wi-Fi icon and a dropdown arrow. The 'Network & internet' option is highlighted with a red rectangular box. Below it is the 'Connected devices' option.</p>	<p>1. Install the eSIM</p> <p>1.1 Go to Settings >> Connections</p>  <p>The screenshot shows the Samsung Settings app. At the top, the word 'Settings' is displayed. Below it is a search bar with a magnifying glass icon and a blue plus icon. The 'Connections' option is highlighted with a red rectangular box. Below it are 'Sounds and vibration', 'Notifications', and 'Display' options.</p>
<p>1.2. Tap + next to Mobile Network or SIM</p>  <p>The screenshot shows the 'Network & internet' settings page. At the top, there is a back arrow, the title 'Network & internet', a search icon, and a help icon. Below the title are three options: 'Wi-Fi' (Off), 'Mobile network' (SoftBank), and 'Airplane mode'. The plus sign next to 'Mobile network' is highlighted with a red rectangular box.</p>	<p>1.2 Select SIM card manager</p>  <p>The screenshot shows the 'SIM card manager' settings page. At the top, there is a back arrow and the title 'SIM card manager'. Below the title is a 'General settings' section with a 'No SIM card' option. Below that is an 'eSIMs' section with an 'Add mobile plan' option highlighted with a red rectangular box. Below the 'Add mobile plan' option are sections for 'Preferred SIM card', 'Calls', 'Text messages', and 'Mobile data'.</p>

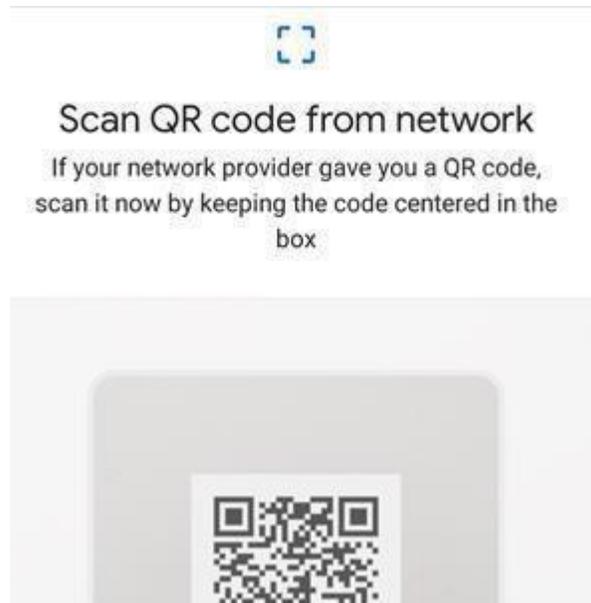
1.3. Tap **Don't have a SIM Card?** or **Download a SIM instead?**

You might be asked to use dual SIM for the next step but tap "No" and stick to 1 SIM. You can activate 2 SIM later in Settings if you want to.

1.3 Tap **Add Mobile Plans/Add eSIM** on eSIMs block

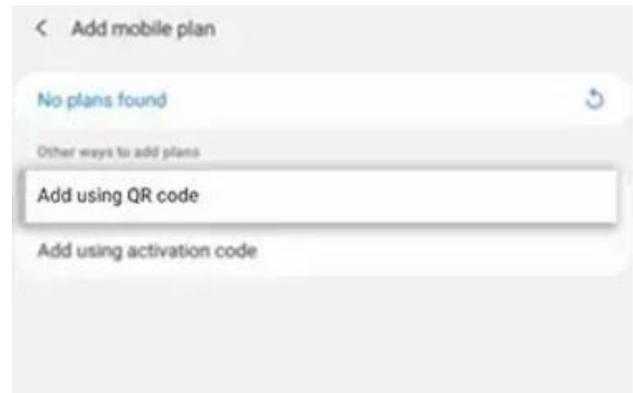


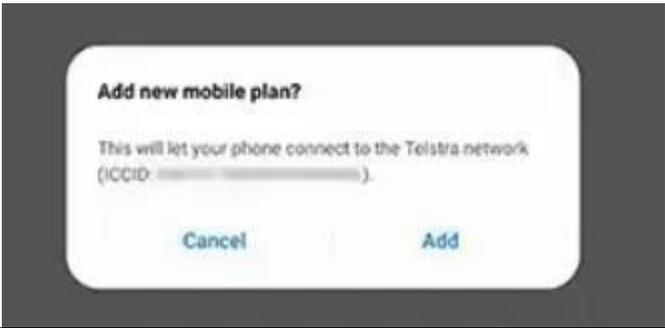
1.4 Scan the QR code we provide



1.4 Press **Add plan using QR code** or **Scan carrier QRcode** and scan the QR code we provide

Some phones ask you to provide the activation code, please use a QR code reader and scan your eSIM QR code for this activation code. In case you cannot get it, please contact us.

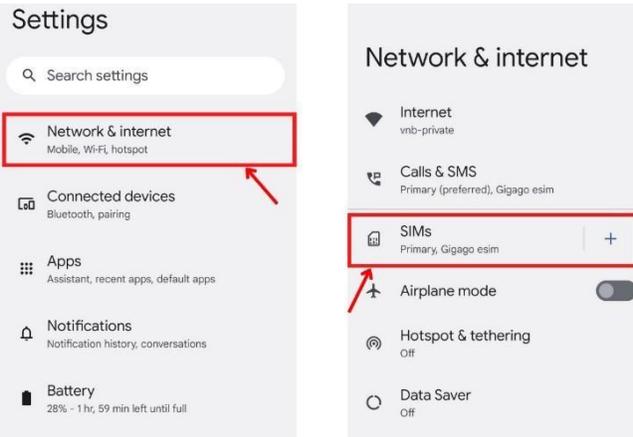


<p>1.5 Tap Continue to add this data plan to your phone.</p>	<p>1.5 Add it to your phone Your phone will find it, agree to add it to the download.</p> 
<p>1.6 Turn off your eSIM if you do not use it immediately.</p>	<p>1.6 Turn off your eSIM if you do not use it immediately.</p>

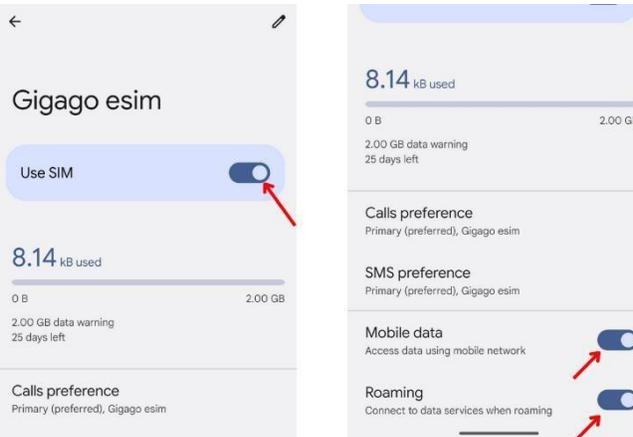
2. Set up your eSIM for use

2.1. Turn ON eSIM and Data roaming:

- Go to **Settings > Network & Internet > SIM.**



- Tap on the eSIM > Turn ON **eSIM**, its **Mobile data**, **Data roaming**.



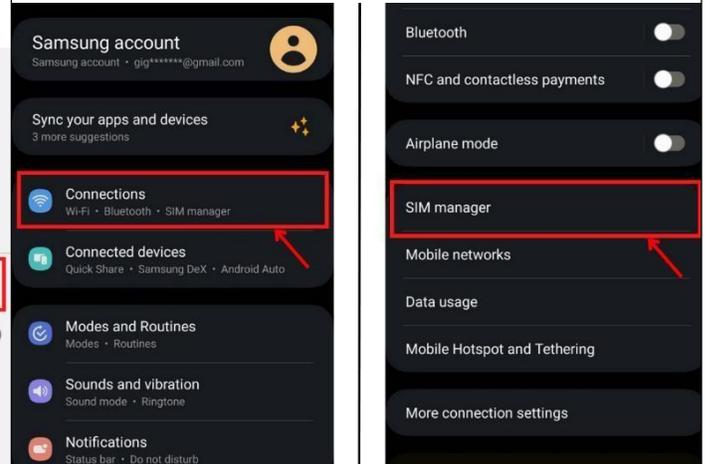
2.2. If you cannot access mobile internet, please set APN as guide below:

- At the screen of eSIM option, scroll down and tap on **Access Point Name** > Tap on **+** button.

2. Set up your eSIM for use

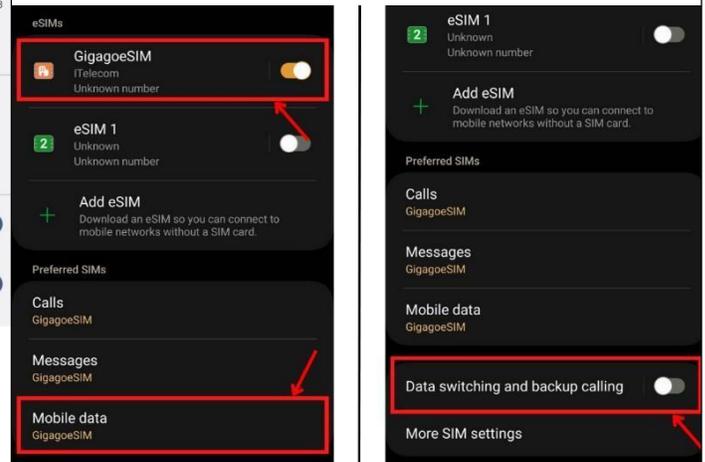
2.1. Turn ON eSIM:

- Go to **Settings > Connections > SIM card manager.**



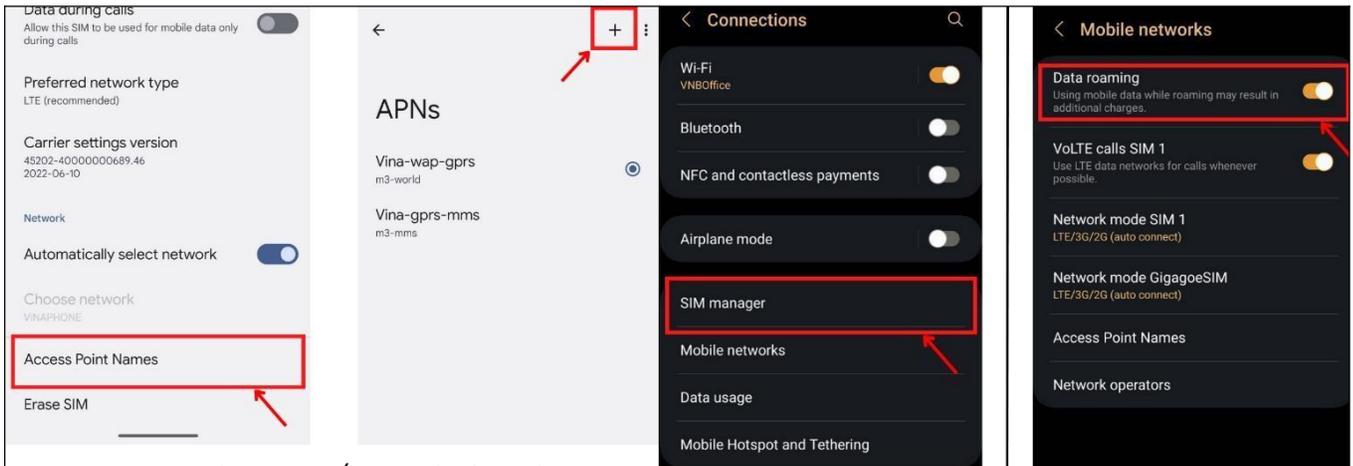
- Tap on the eSIM > Turn ON **eSIM** > Set eSIM as **Mobile Data**.

Note: Turn OFF Data switching and backup calling.



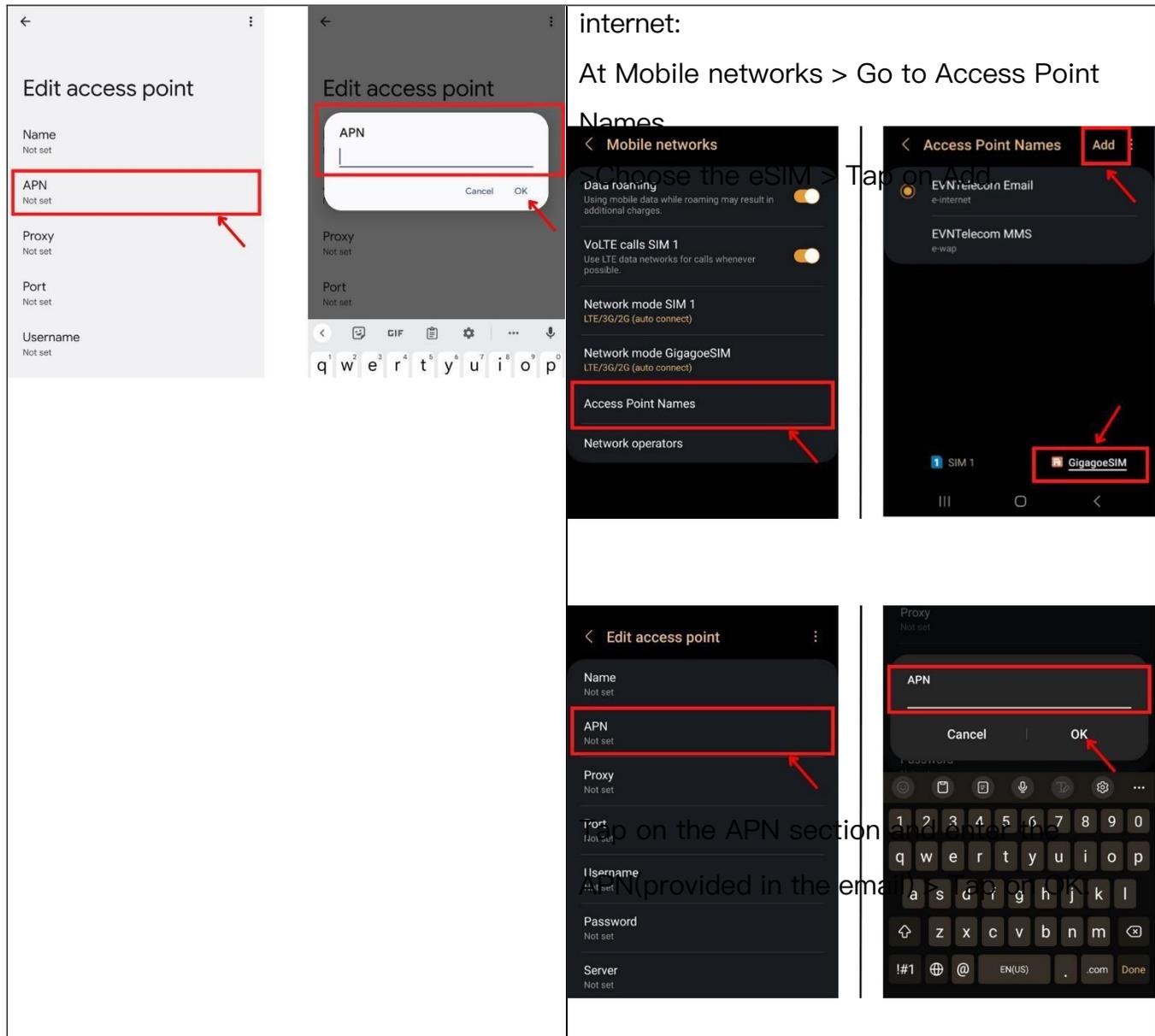
2.2. Turn ON Data roaming:

Go to **Settings > Connections > Mobile Networks > Turn ON Data roaming.**



- Enter the APN (provided in the email) into APN section.

2.3. Set up APN if you cannot access the mobile



Please be informed that the steps above may slightly differ depending on the smartphone model & carrier. If you encounter any issues or have questions on how to install and activate the eSIM, please contact our customer support.

What if you cannot connect internet by the eSIM?

In case you cannot connect to the internet after completing all steps above, please configure your APN as follows:

- **For iOS devices:** Go to Settings > Cellular/Mobile data > your eSIM > Cellular Data Network, and then enter all APNs as *mentioned in email*.
- **For Samsung Phones:** Go to Settings > Connections > Mobile networks > Access Point Name > Tab Add on top bar > Name it > APN as *mentioned in email*
- **For Google Pixel Phones:** Go to Settings > Network & internet > SIMs > select your eSIM > Access Point Names > Tab + on top bar > Name it > APN as *mentioned in email*