



How do I install my
eSIM on my Pixel device?

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ESIM **HELPDESK**

Getting Started

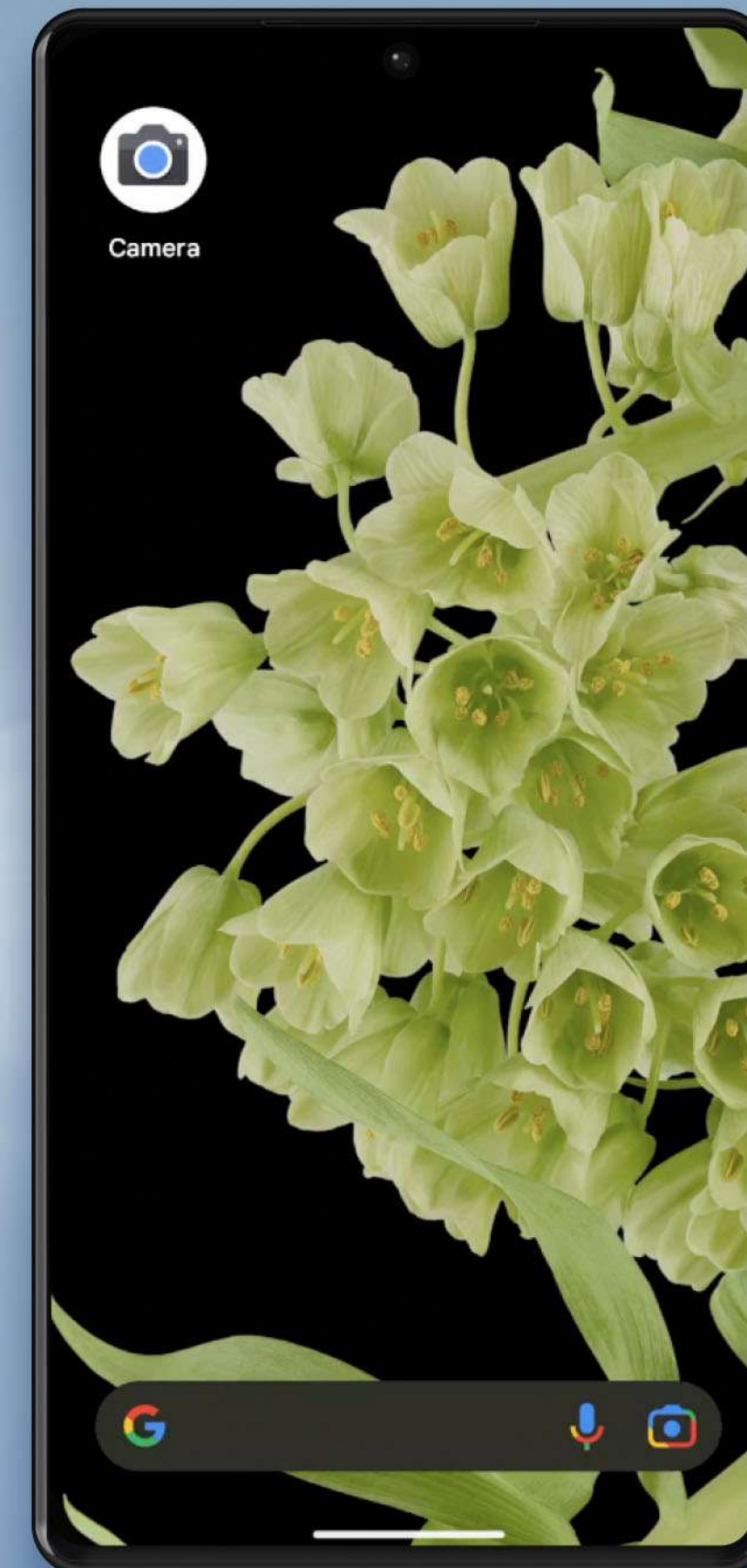
1

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.

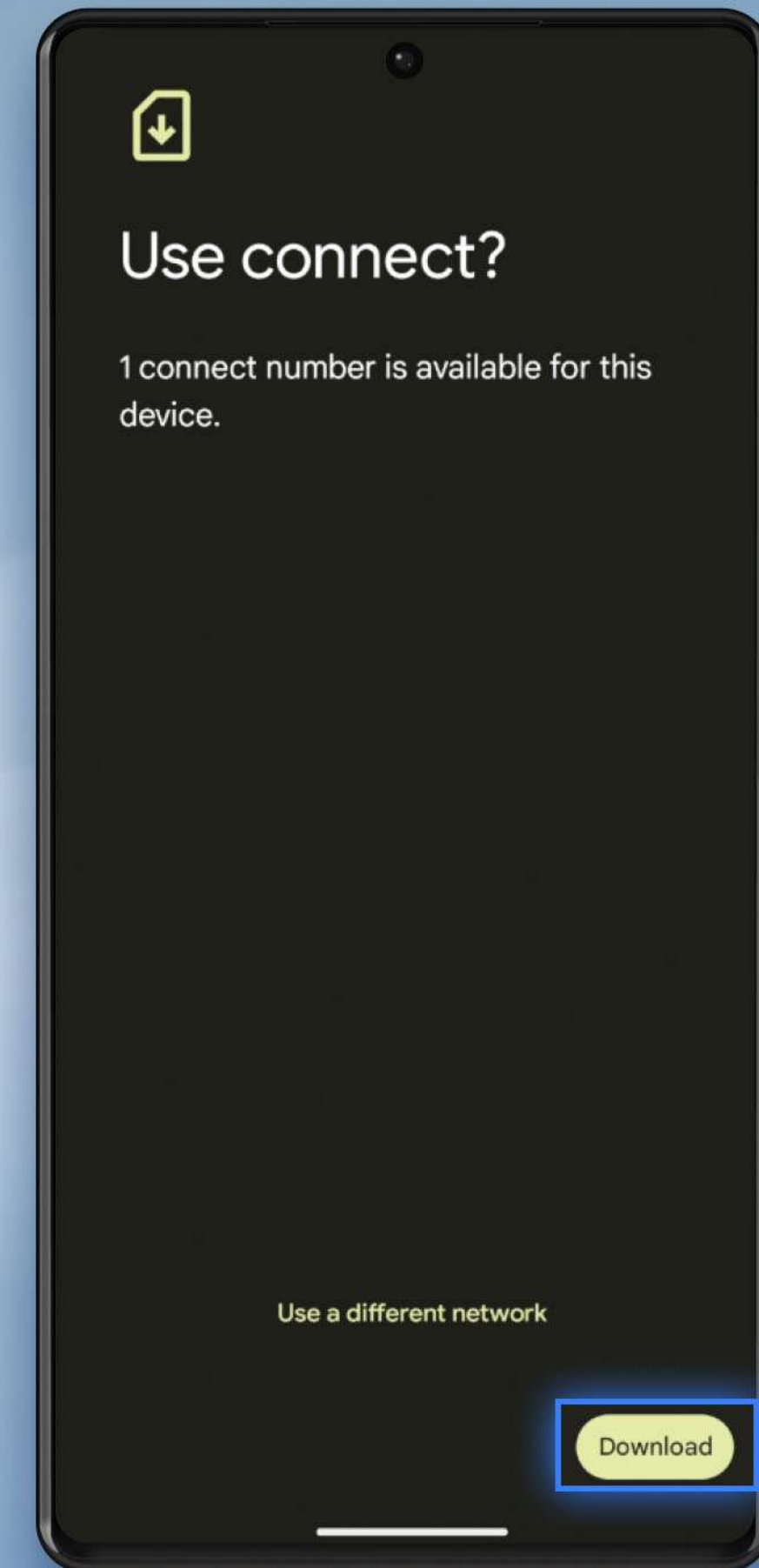
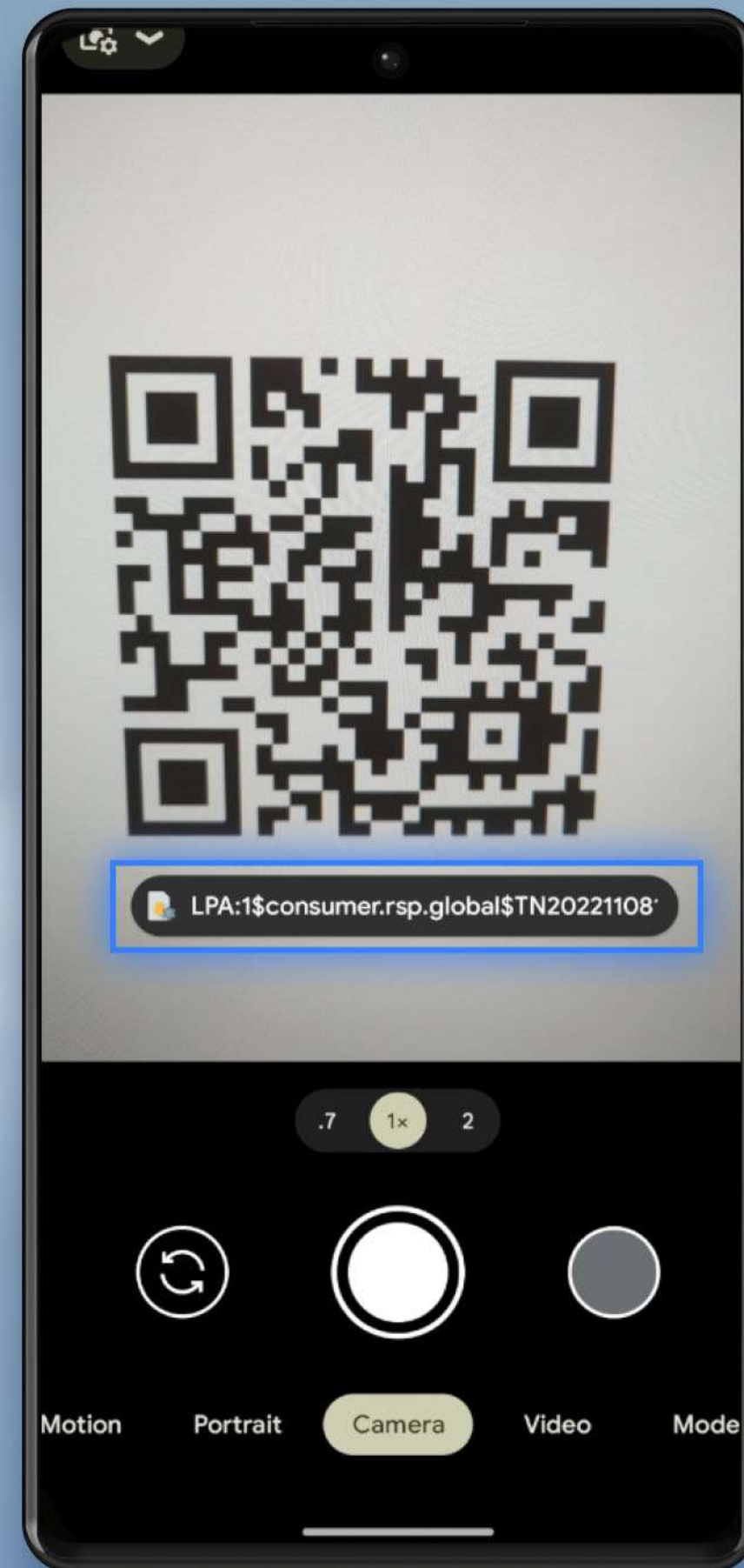


Before You Travel

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 **LPA popup**.
- **Accept** and continue all prompts.

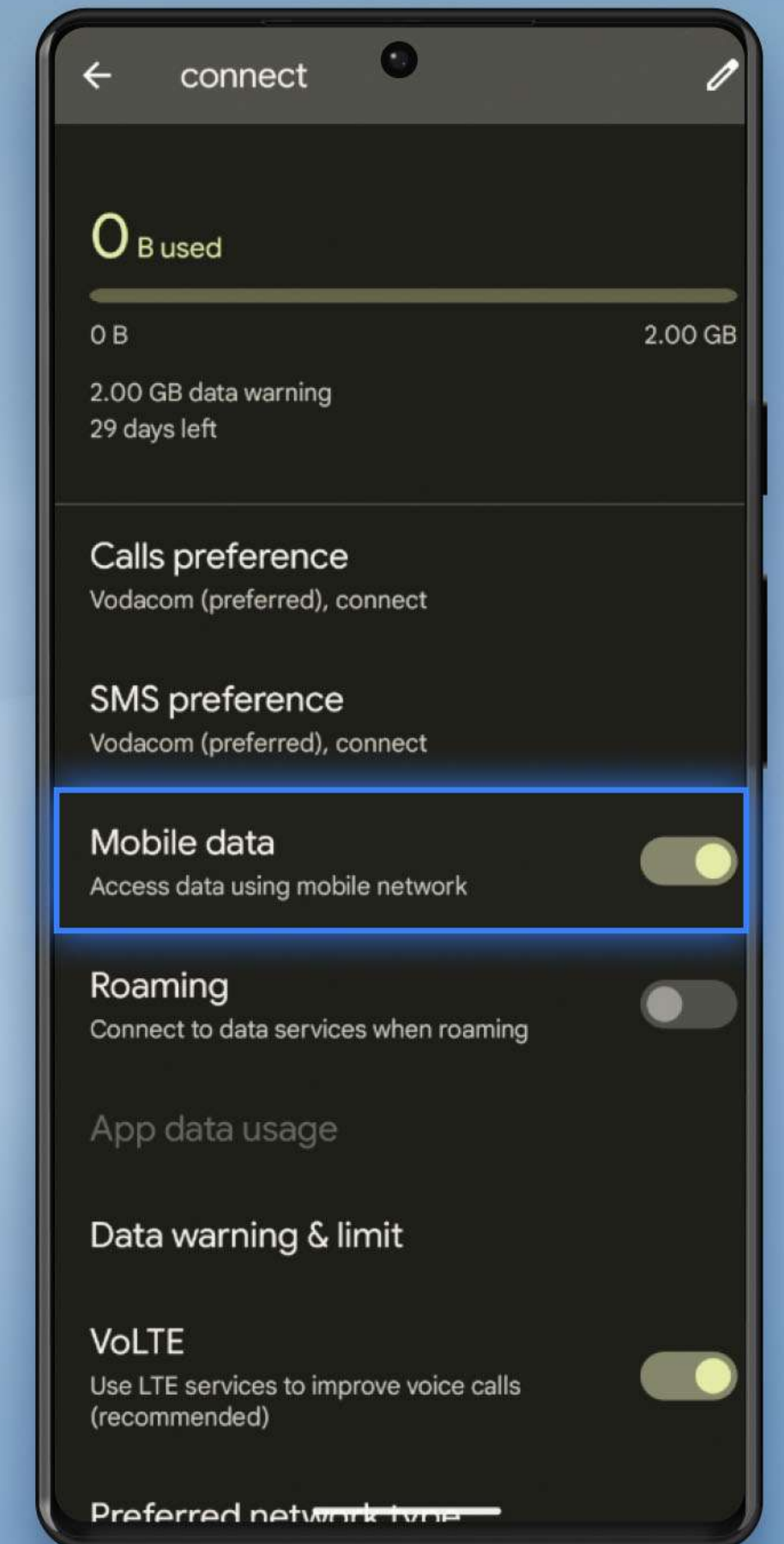
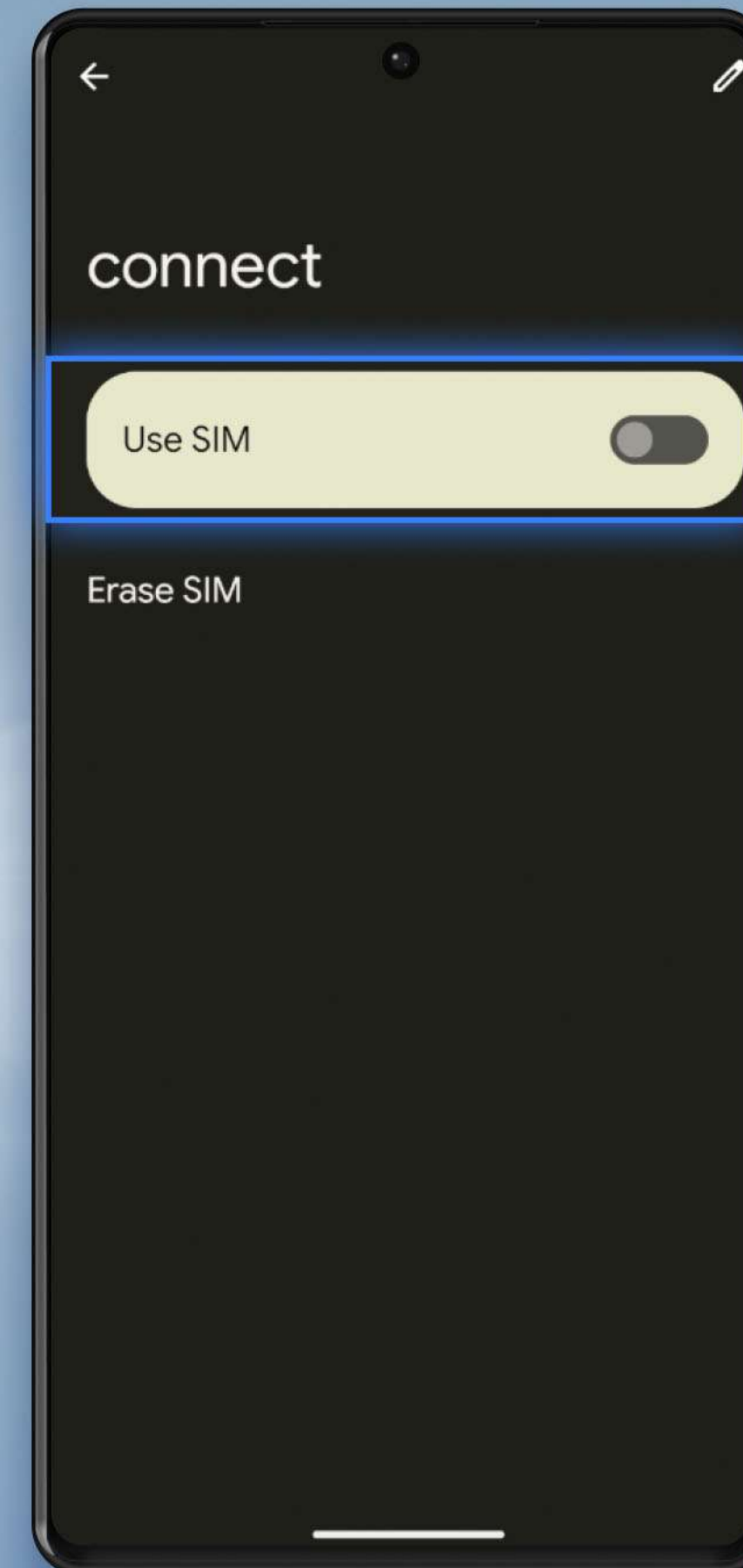
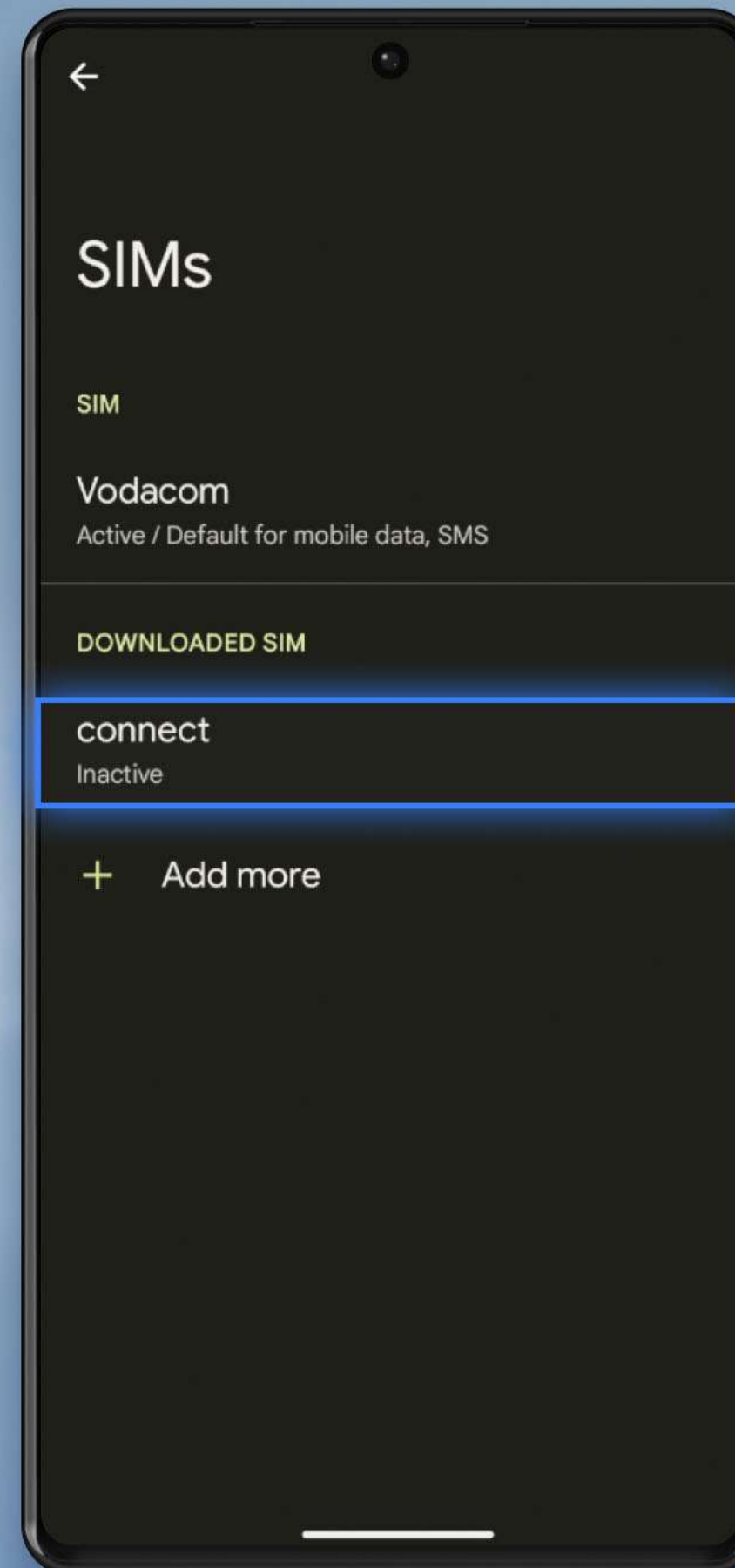


When You Arrive

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.

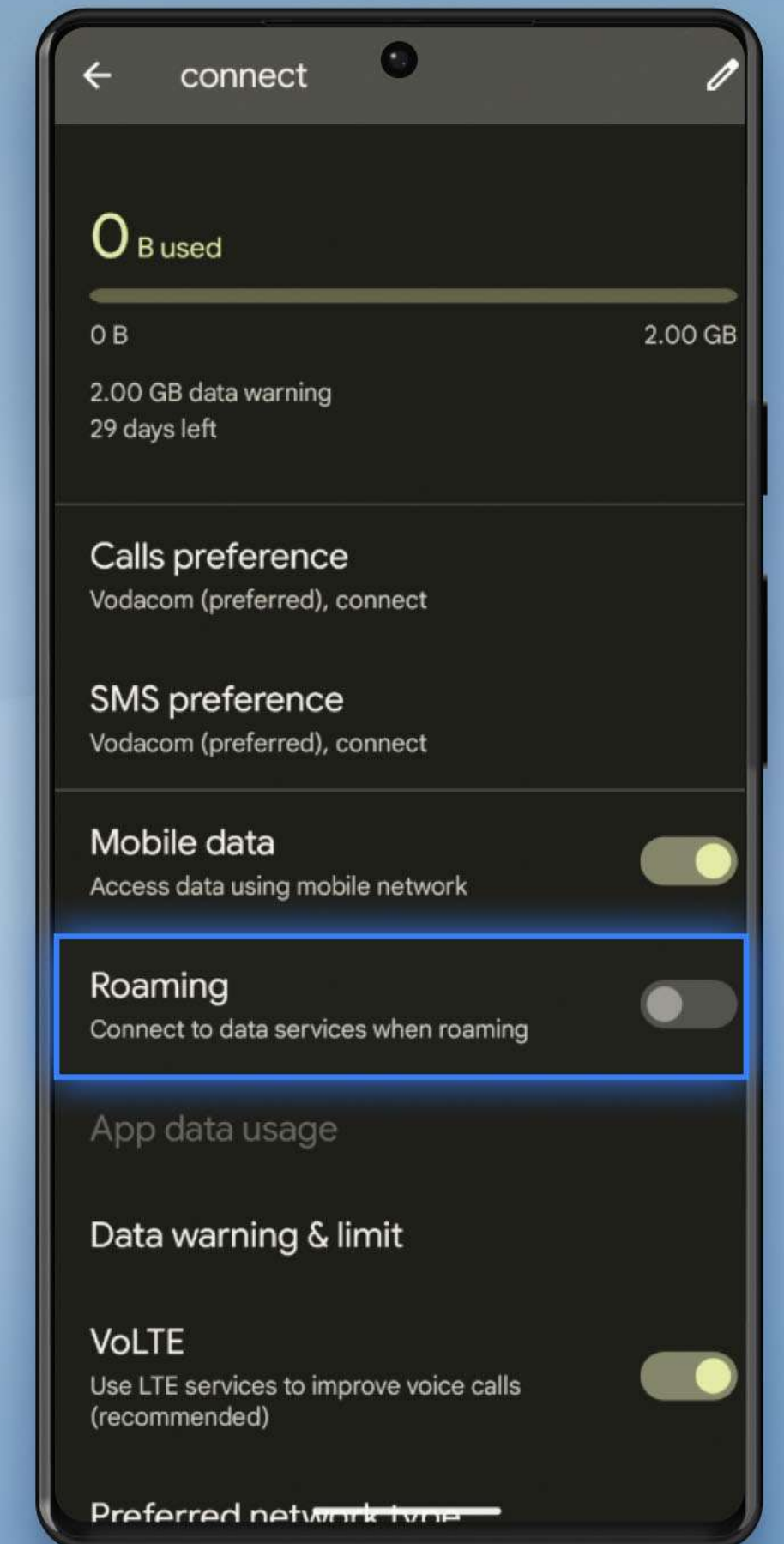
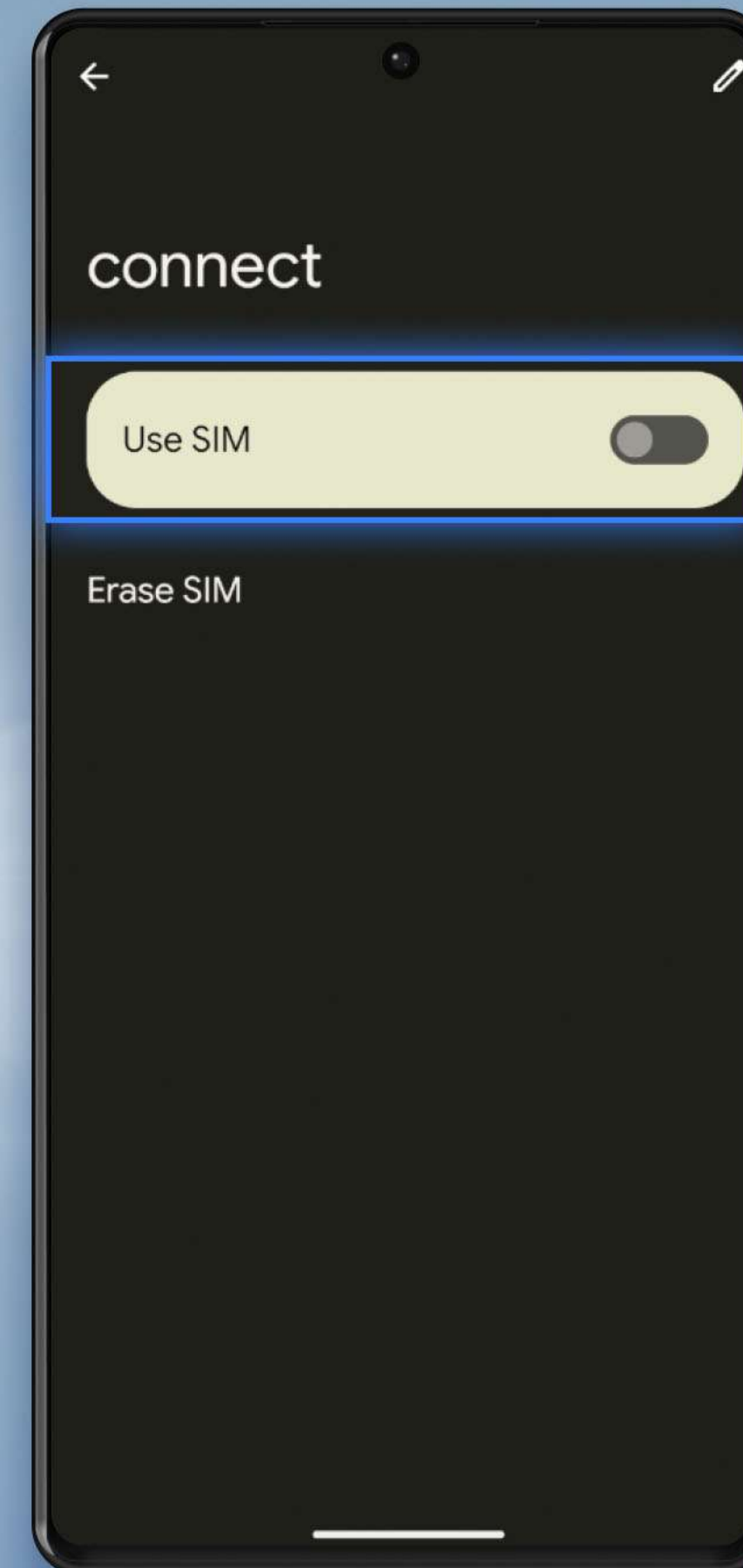
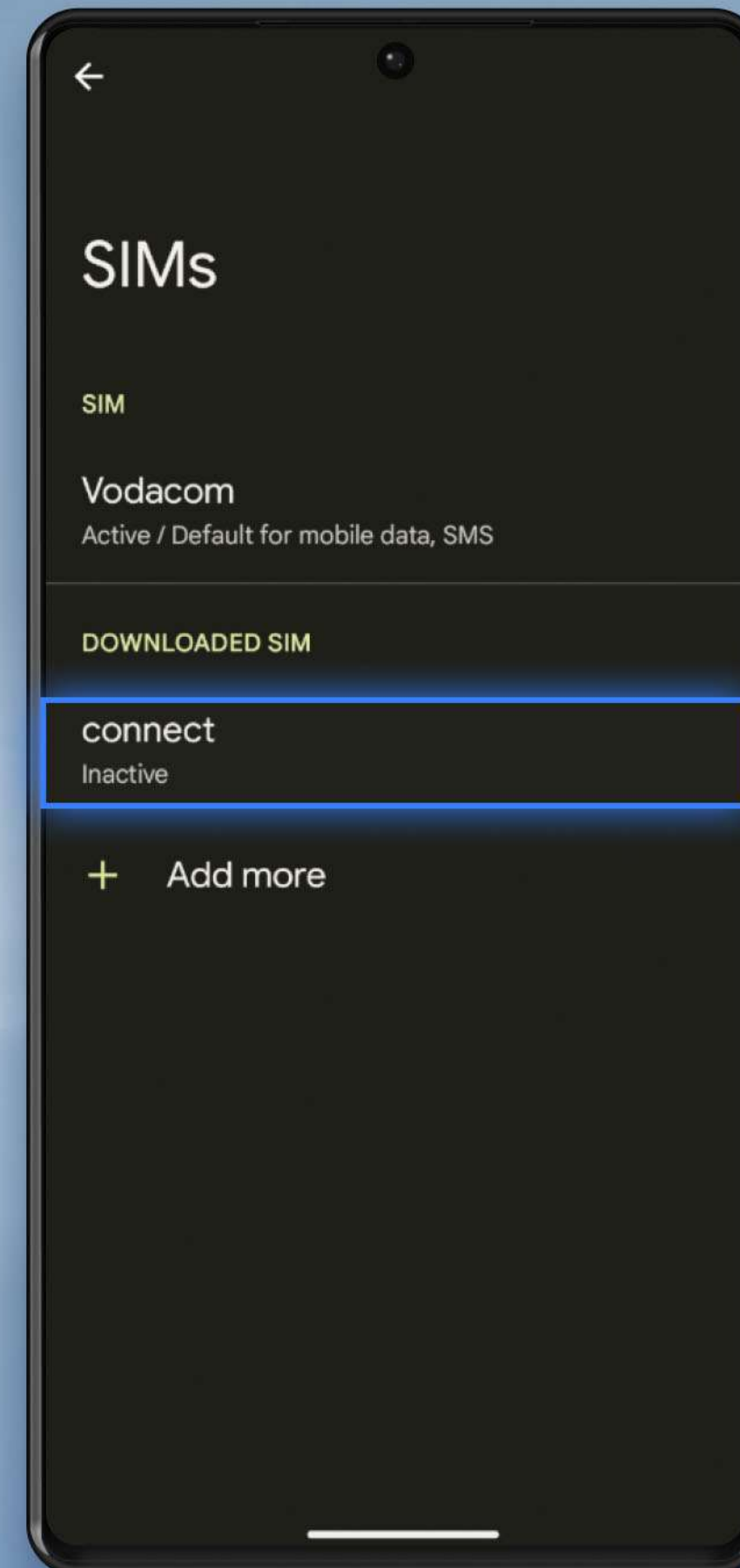


When You Arrive

4

Turn on roaming for your eSIM.

- Go to **Settings** on your device.
- Tap on **Network & Internet**.
- **Tap on SIMs** and Turn on if not already switched on.
- Toggle on **Mobile Data**.
- Toggle on **Roaming**.



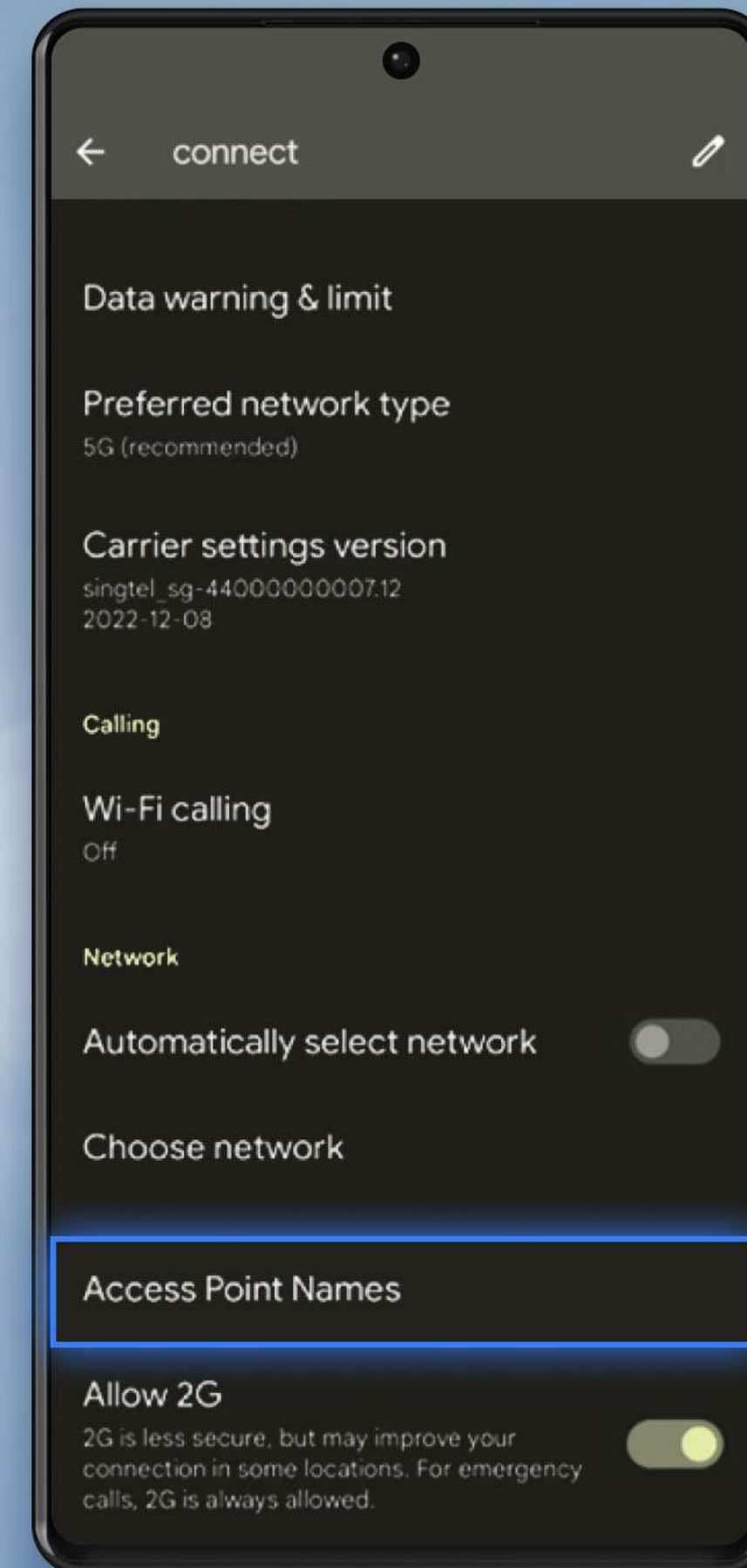
Troubleshooting

5

Check your eSIM settings.

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

- Go to **Settings** on your device.
- Tap on **Network & Internet**.
- Tap on **SIMs**.
- Scroll down to **Access Point Names**.
- Tap **Play Internet**.

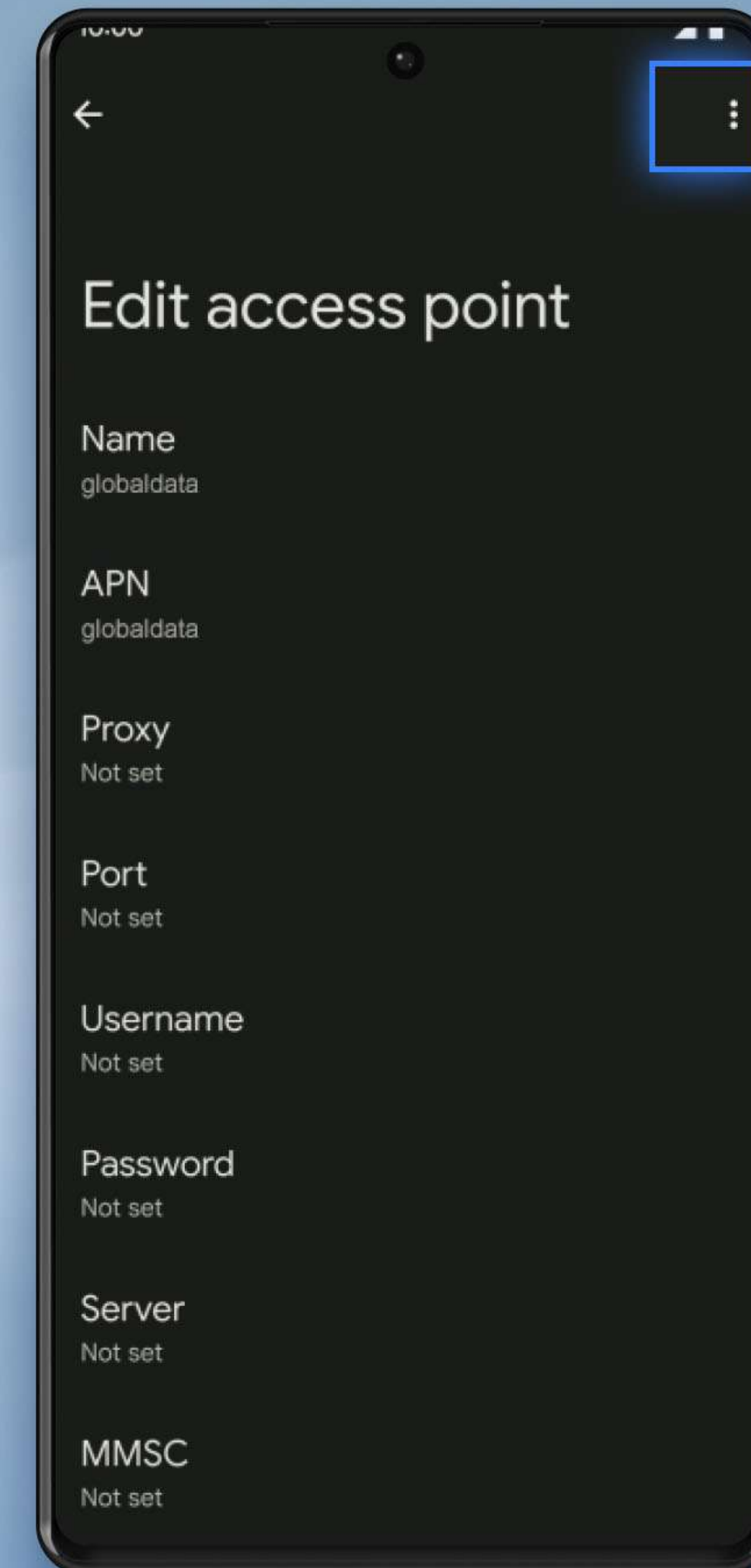
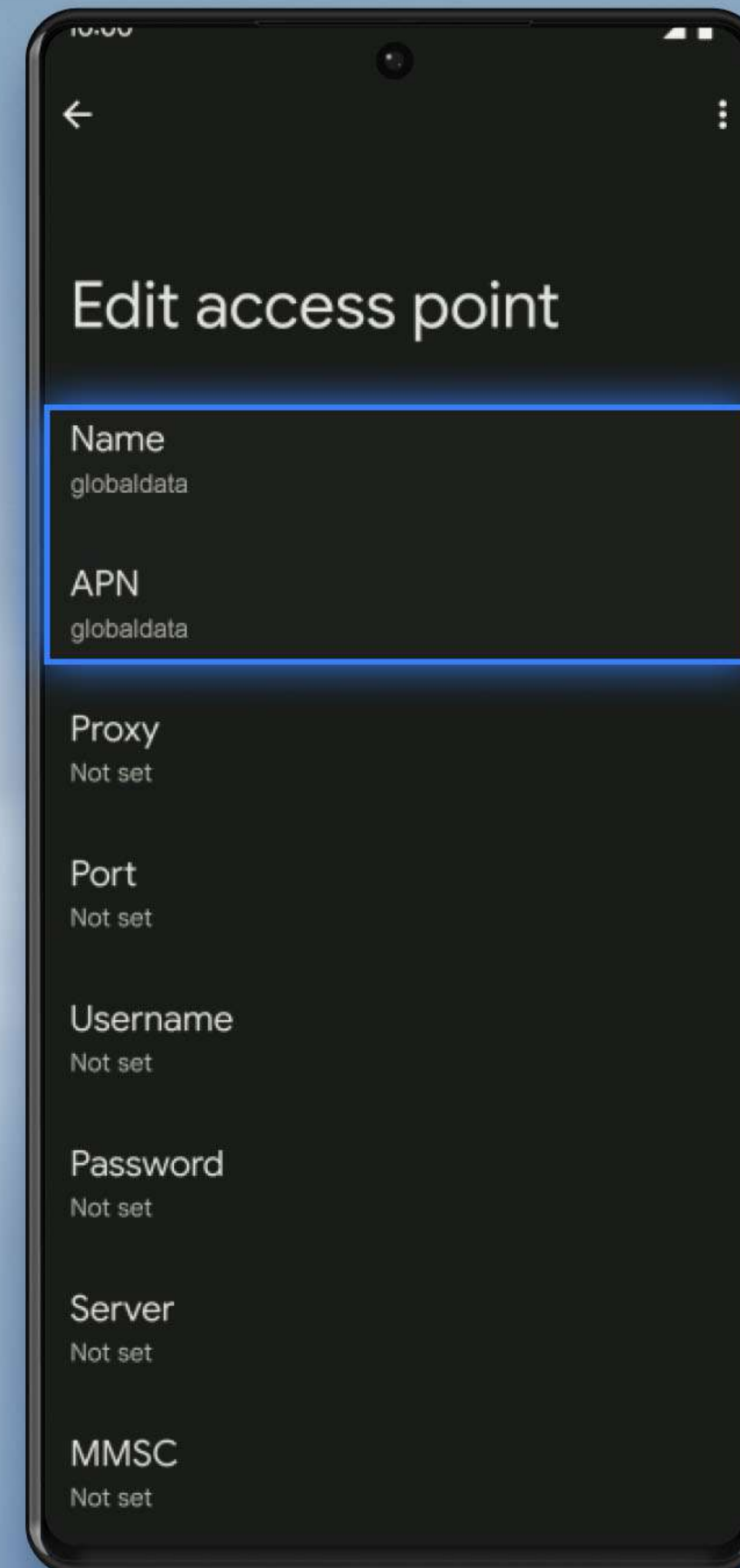


Troubleshooting

6

Confirming APN details.

- **Change the APN** to 'globaldata' (all lower case, all one word, no space before or after, and no quotation marks).
- Leave the other fields blank.
- **Tap the 3 dots menu** top right.
- Tap **Save**.
- Attempt to connect to a website to **verify a connection**.



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

