

HOW TO ADD AN ESIM TO SMARTPHONE



FOR APPLE IPHONE (IOS)

1. Make sure your iPhone is connected to Wi-Fi.
2. Go to **Settings**.
3. Select **Mobile Service** or **Mobile Data**.
4. Tap **Add eSIM** or **Add Mobile Plan**.
5. When prompted, choose **Use QR Code**.
6. Scan the QR code provided in your email from PCONNECT.
7. Wait while the phone activates the eSIM. This may take a few minutes.
8. Once completed, you'll see the new plan listed under Mobile Service.
9. If asked to set a **Default Line** for calls, messages, and data, follow the on-screen steps.

Tip: If you don't see the option to add eSIM, check your iPhone model. eSIM is supported on iPhone XS and newer.

FOR ANDROID DEVICES

Note: Steps may look slightly different depending on your phone brand, such as Samsung, Google Pixel, or Oppo.

1. Make sure your phone is connected to Wi-Fi.
2. Open **Settings**.
3. Tap **Connections** or **Network & Internet**.
4. Select **SIM Manager** or **Mobile Network**.
5. Tap **Add Mobile Plan** or **Download eSIM**.
6. Choose **Scan QR Code**.
7. Scan the QR code provided in your email from PCONNECT.
8. Wait while the phone activates the eSIM. This may take a few minutes.
9. Confirm the new plan appears under your SIM settings.
10. If asked, set your preferred SIM for calls, SMS, and mobile data.

Tip: Check your device supports eSIM before starting. Most newer models do, but older ones may not.

TROUBLESHOOTING TIPS

QR CODE WON'T SCAN

- Make sure your phone's camera lens is clean and you're in good lighting.
- Check the QR code is clear and not blurry. If it still doesn't work, request a new QR code from PCONNECT.

ACTIVATION TAKING TOO LONG

- Stay connected to Wi-Fi during setup.
- Restart your phone and try again.
- Check for software updates under Settings > General > Software Update (iPhone) or Settings > Software Update (Android).

ESIM NOT SHOWING AFTER SETUP

- Go to Settings > Mobile Service (iPhone) or Settings > SIM Manager (Android) and check if the eSIM is listed but disabled.
- Toggle it off and back on.

CAN'T MAKE CALLS OR USE DATA

- Ensure the new eSIM is set as your default line for calls, messages, and data.
- Turn Airplane Mode on for 30 seconds, then turn it off.
- If you're still having issues, restart your phone.

STILL NOT WORKING?

Contact PCONNECT Support on 1300 049 211