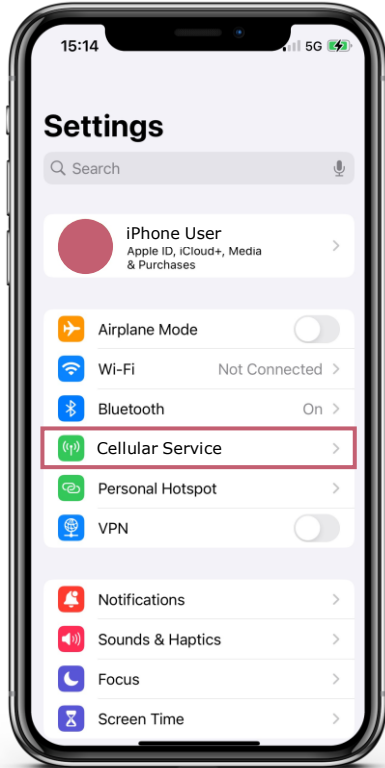# eSIM Activation Guide – iPhone (Phone Purchase – QR Code)
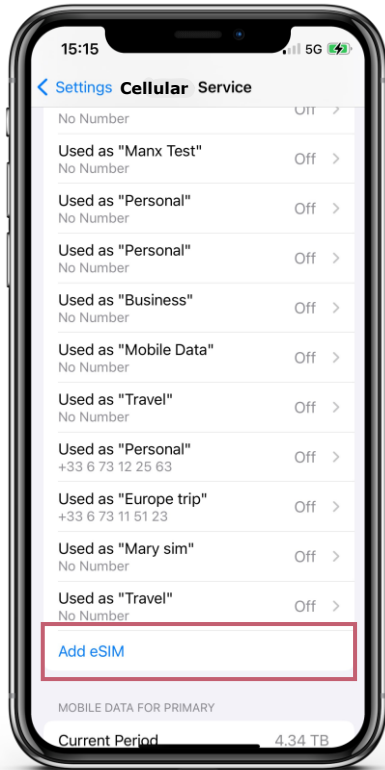
Updated December 2023

This guide outlines the eSIM Activation steps for a user who has purchased an eSIM on the **mobile version** of the Shop.

They will have purchased their eSIM on the phone's browser and screenshotted the QR code at the end of their journey, saving it to their phone's photo album.
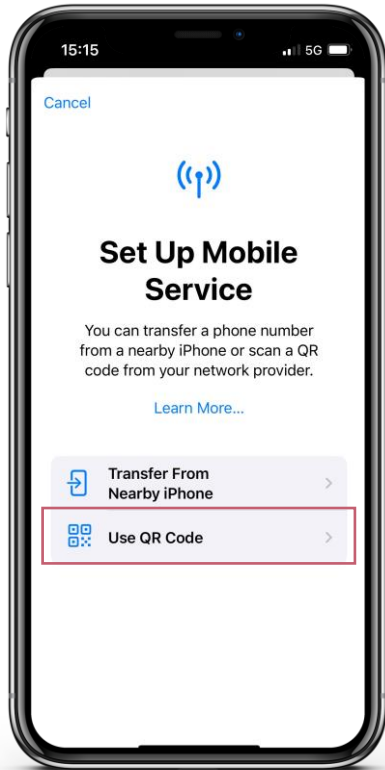
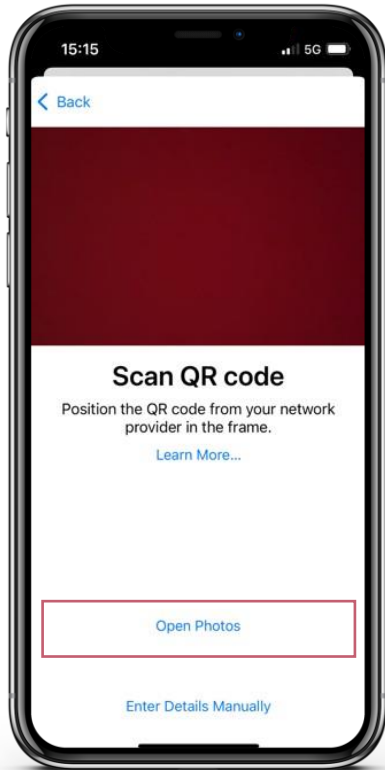Note: A customer will have 30 days to use their eSIM once it's activated.

In the settings on your device, select "Cellular Service".

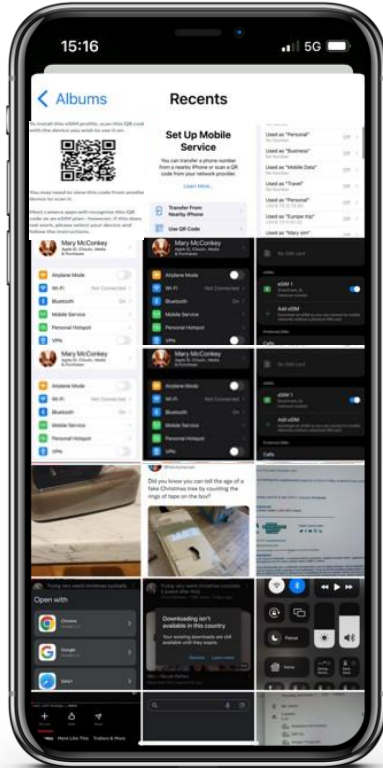Once you are in the "Cellular Service" screen, select "Add eSIM".

From the "Set Up Mobile Service" screen, select "Use QR Code".

The device camera will then open up on the screen.

Click "Open Photos."

Select the image that contains the screenshot of the eSIM QR code.
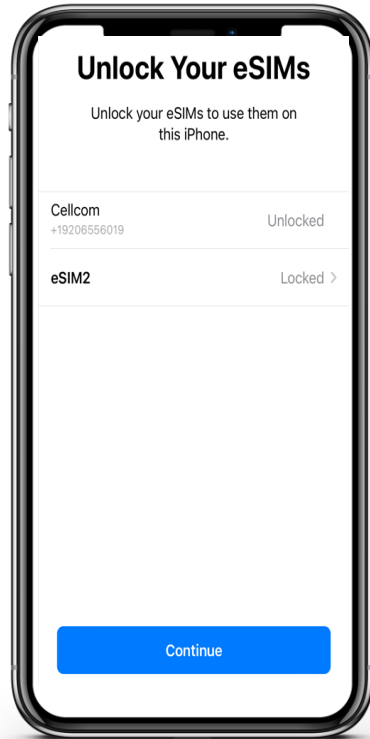
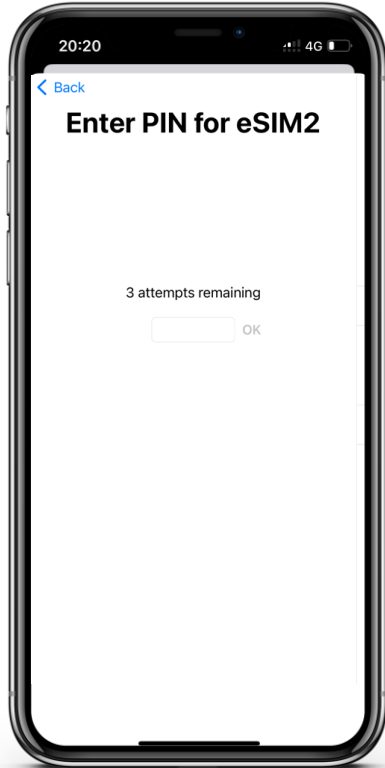The QR code will now be read by the phone.

Click "Continue" to activate and install the eSIM to the device.

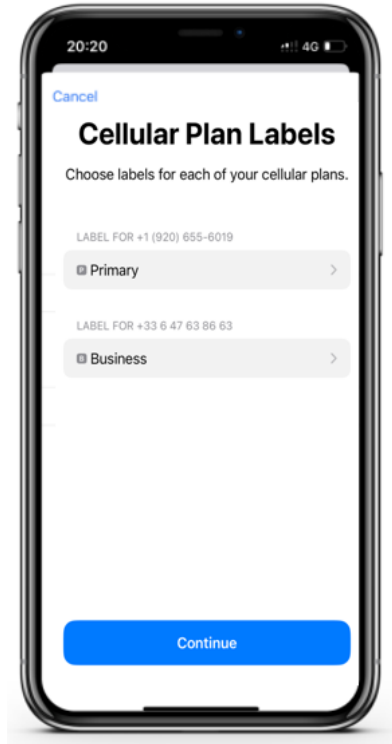The eSIM will then begin to activate and install. This can take a few minutes.

- Once the activation is complete, will need to unlock your new eSIM

- Select the new eSIM that is "locked" and hit continue.

- **Note: Orange plans are the only plans that require you to unlock the eSIM.**

Enter "0000" for the PIN.

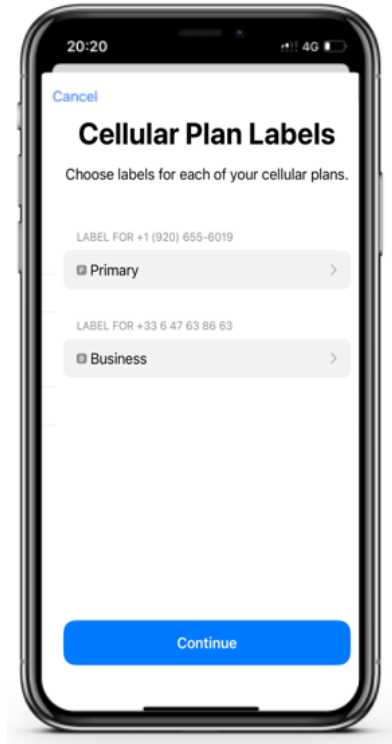Your cellular setup is now complete. Select done.

Once the activation is complete, you can choose what you want to use your new eSIM for.

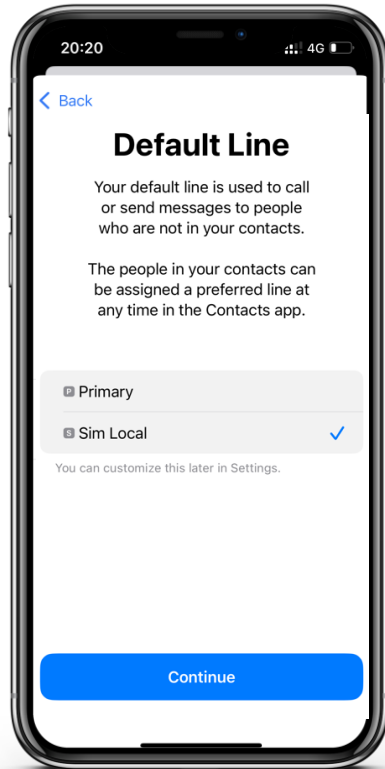Cellular Plan Labels allow you to choose a name or label for your new eSIM so it is easily identifiable.

The primary phone number listed is your Cellcom phone number.

The Business phone number listed will be your Sim Local phone number.

It is recommended to rename the "Business" eSIM to "Sim Local" or a name that will allow you to know this is your international eSIM.

Once you've renamed your eSIM, select "Continue."

If you are ready to begin using your international eSIM, select "Sim Local" or the name you gave your international SIM.
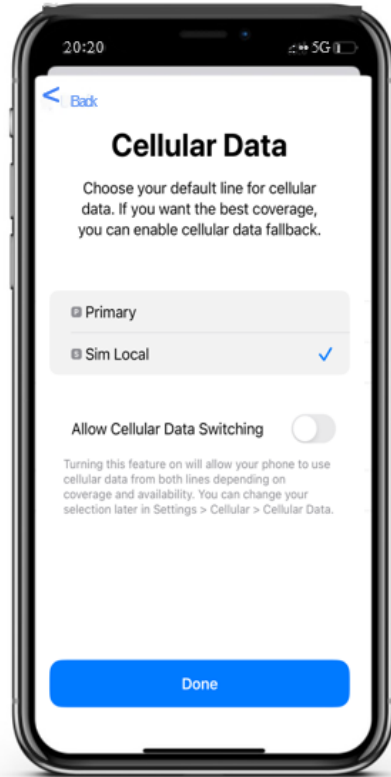
Once you have done this, click "Continue."

You will be asked to choose which SIM you wish to use for your iMessage and FaceTime.

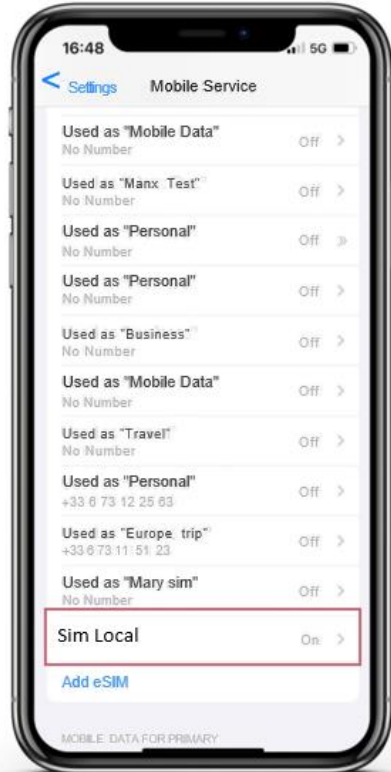You can choose between your new eSIM and any other SIMs that are currently active in your device.

Once you have done this, click "Continue".

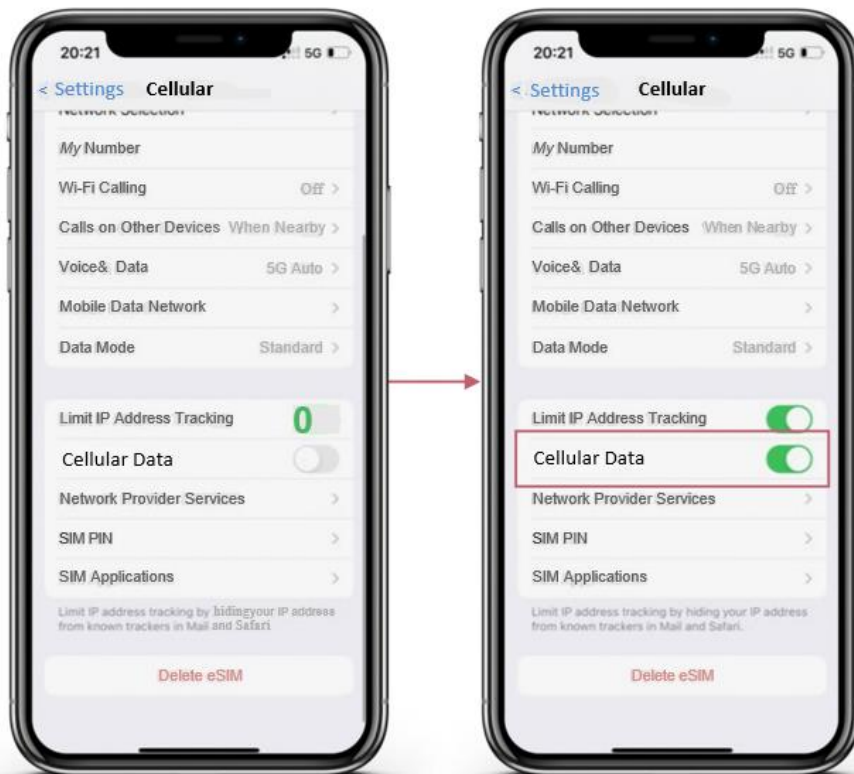You will be asked to choose which SIM you wish to use for your Cellular Data.

You can choose between your new eSIM and any other SIMs that are currently active in your device.

Once you have done this, click "Continue".

Once set up is complete, you can return to the "Cellular Service" screen to see which of your SIMs are active and inactive.

From here you will select your new Sim Local eSIM.

Turn on Cellular Data to complete the activation.