



Enjoy eSIM

Installation & Activation Guide





Attention

Install your eSIM card a few hours before your flight and activate it only when you arrive at your destination!

Before you begin, make sure you

- Have a stable internet connection
- Have a second screen from which you can scan the QR Code with your smart phone
- Access your inbox on a device other than the one you will be using and open the confirmation email we sent you when you made your purchase

Click on your device
to follow the appropriate
instructions



Click here >



Click here >



Apple iOS Installation Guide



Waiting for your flight?

Install your eSIM now

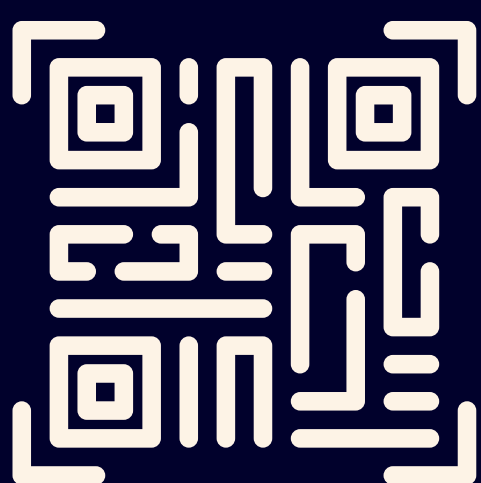
[Click here >](#)



Just arrived at your destination?

Activate your eSIM now

[Click here >](#)



How to install the eSIM?

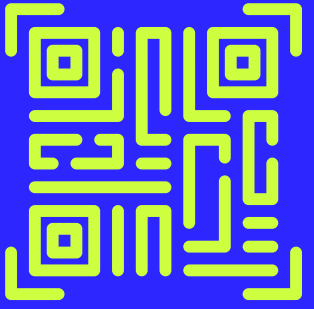
Install by scanning the **QR CODE** – we recommend that you have the code on another screen to scan directly on your device



Attention

You should keep the eSIM deactivated and only activate it after you arrive at your destination!

Once your eSIM is activated, it will start using up your data allowance and be ready to use!

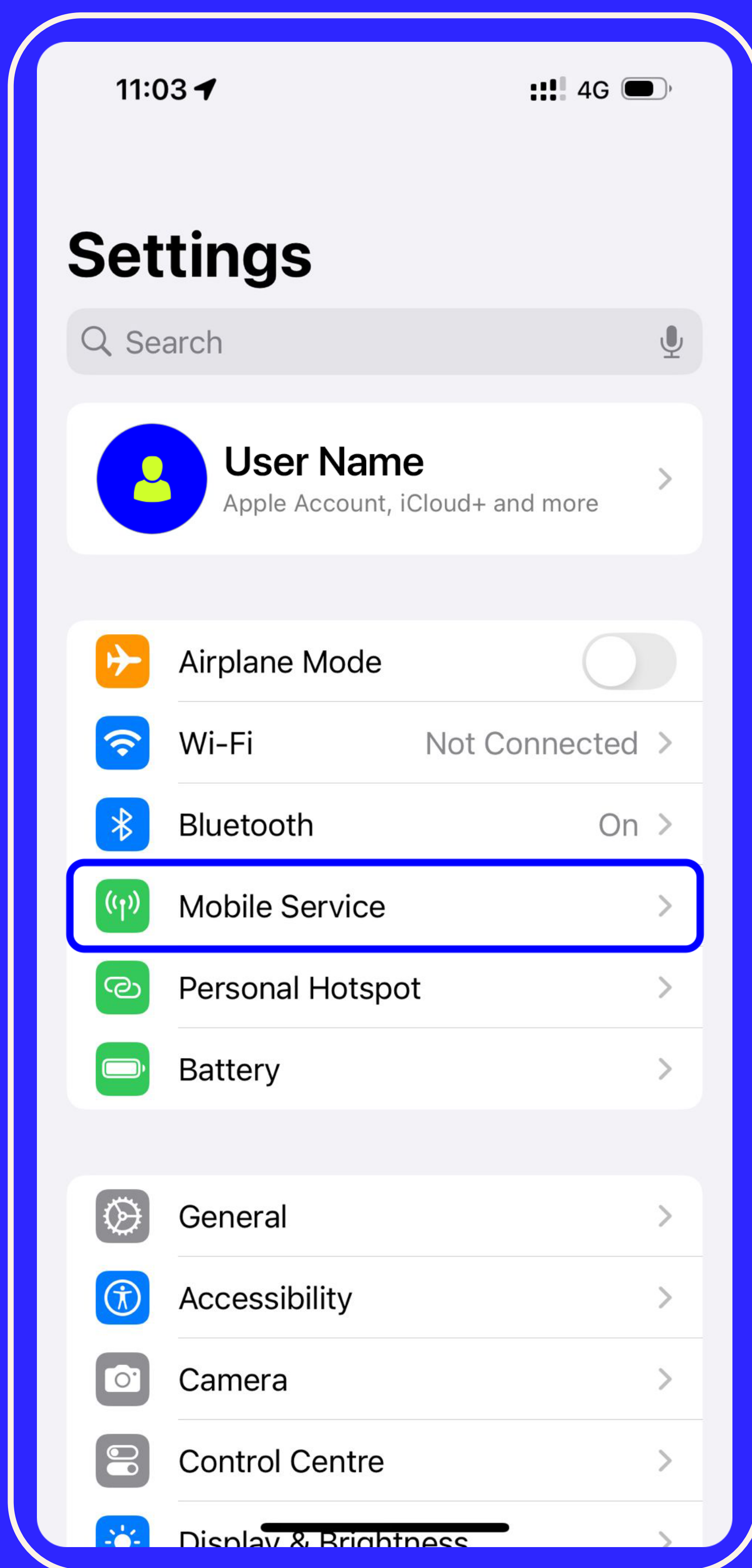


QR Code Installation

- 1.** We recommend having the QR Code on a second screen, so you can scan it easily and directly with your smartphone's camera.
- 2.** Access your inbox on a device other than the one you will be using and open the confirmation email we sent you when you made your purchase.
- 3.** Use your smartphone and scan the QR code attached to your purchase email to start installing the eSIM on your device.
- 4.** Follow the step-by-step instructions displayed on your screen.

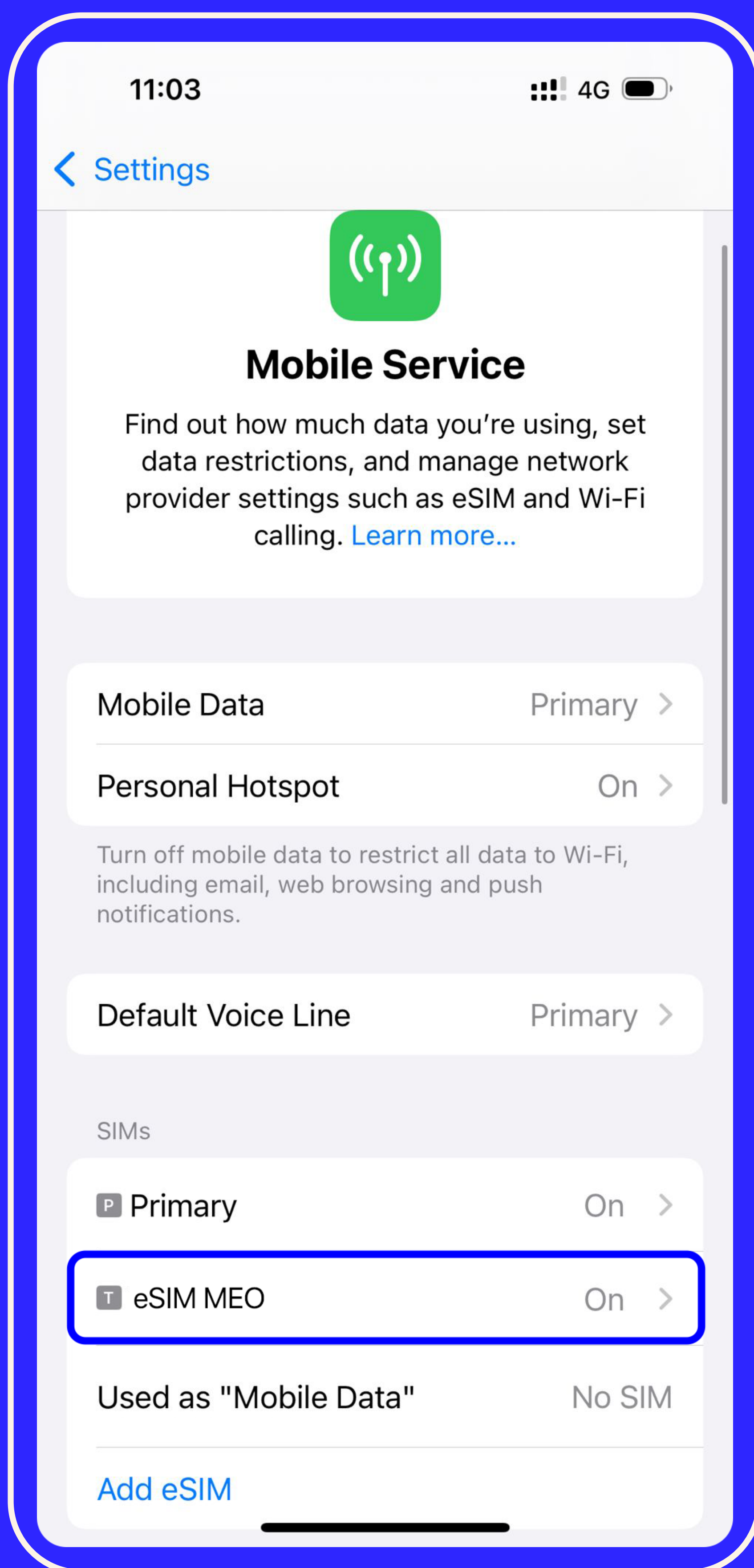


1. Go to **Settings** and tap **“Mobile Service”**





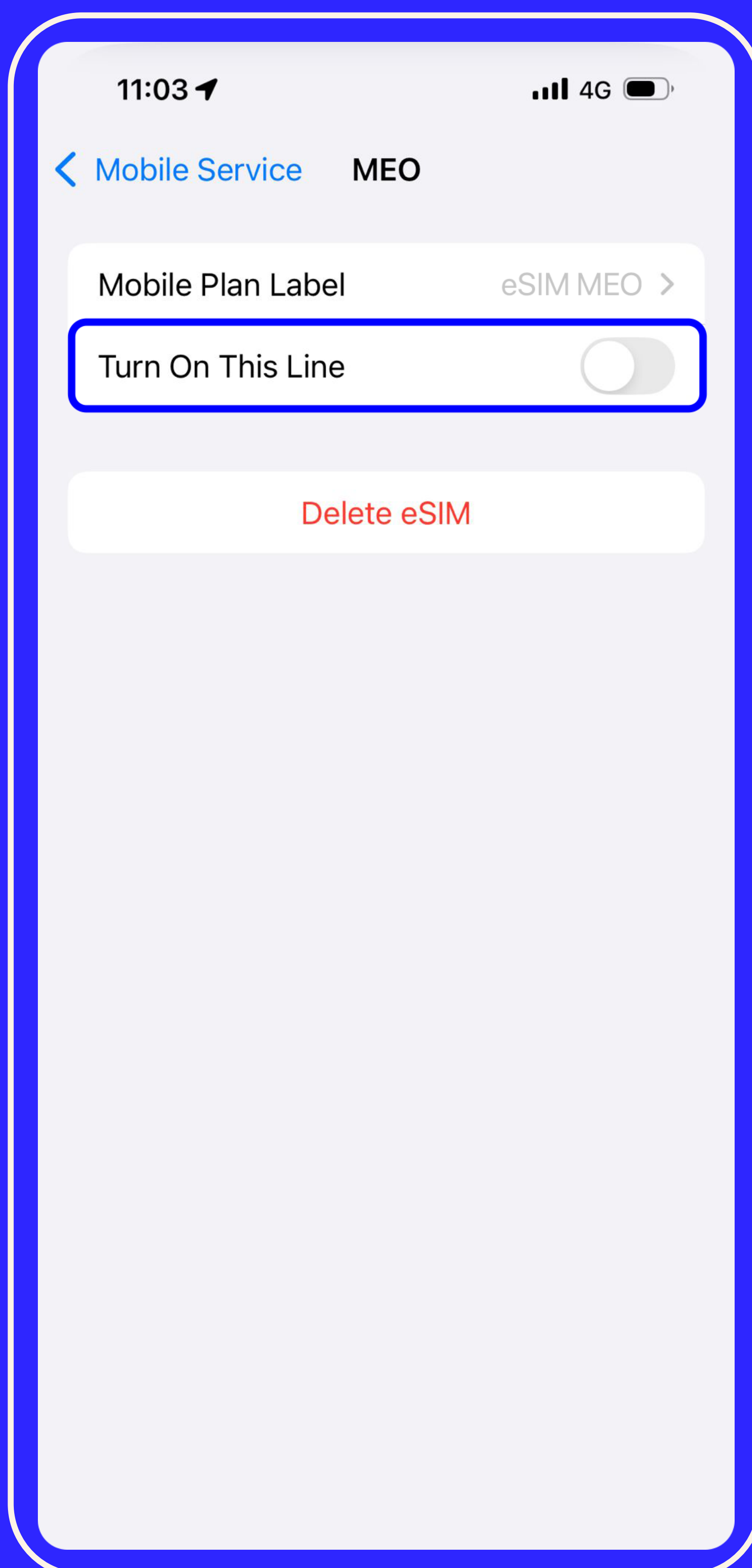
2. Select your eSIM

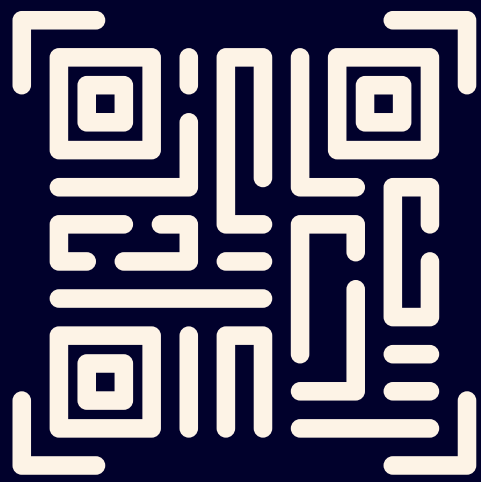




3. Disconnect “Turn On This Line”

When you reach your destination return here and activate it again





How to Activate the eSIM?

Activate your eSIM manually on your smartphone.

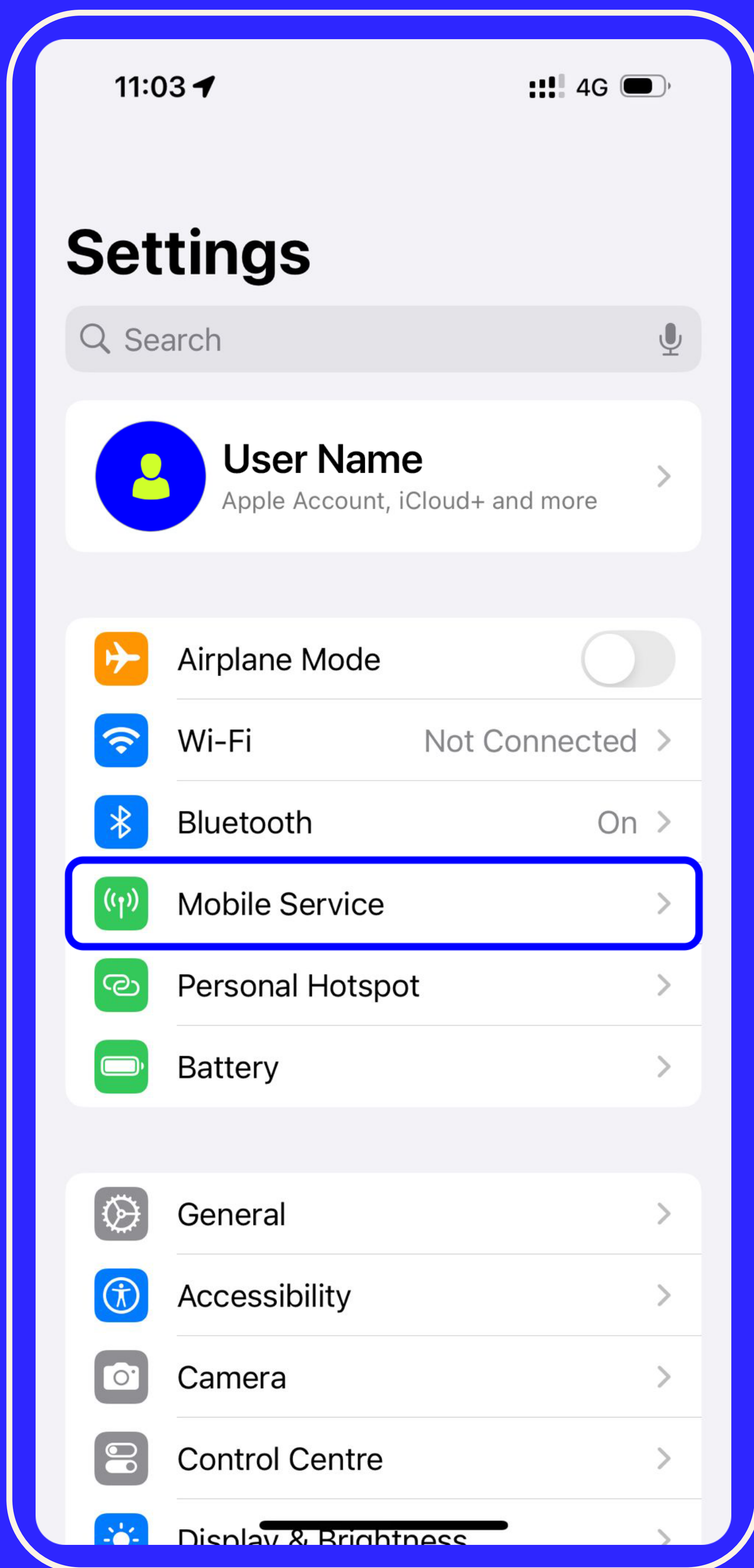


Reminder

Activate your eSIM only when you arrive at your destination!

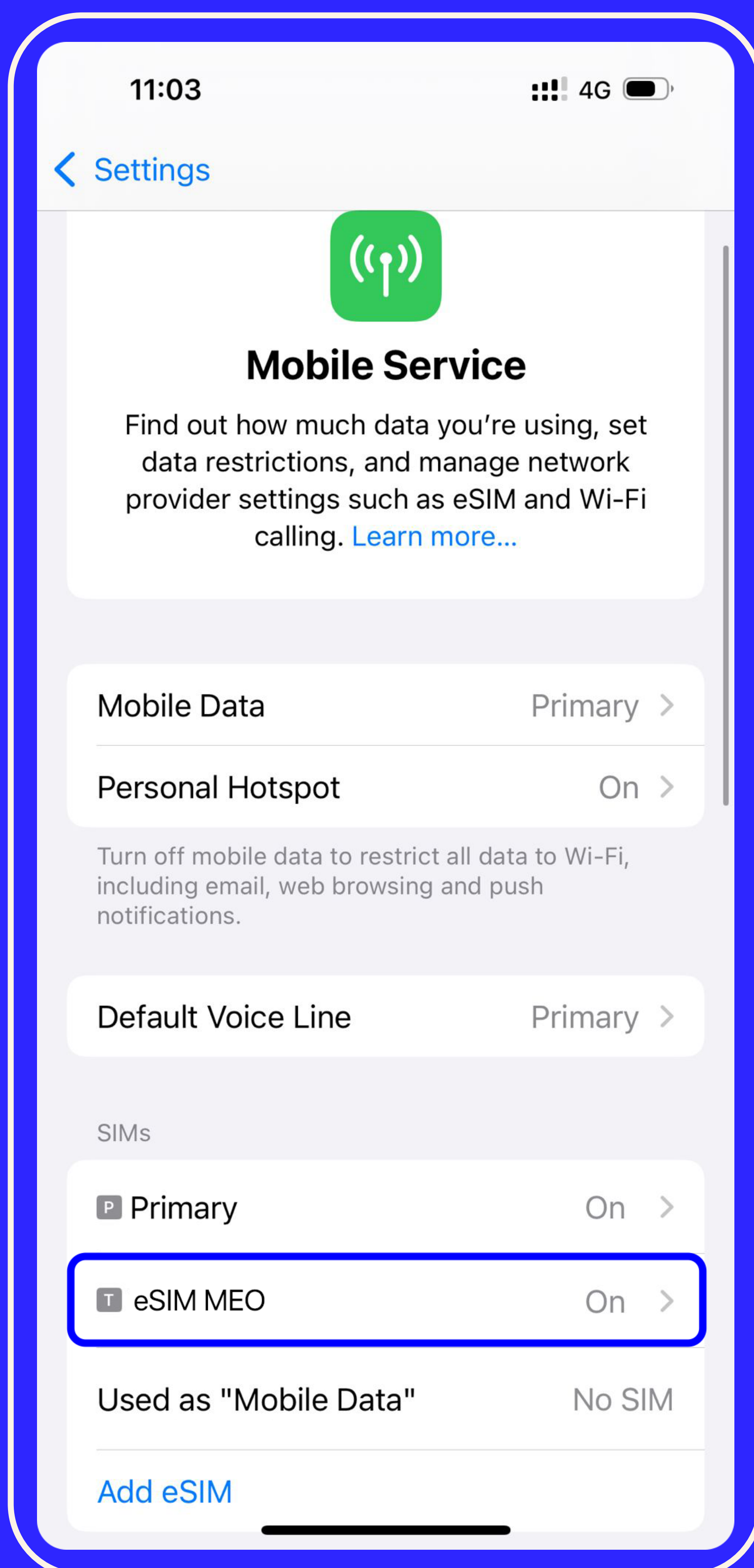


1. Go to **Settings** and tap **“Mobile Service”**



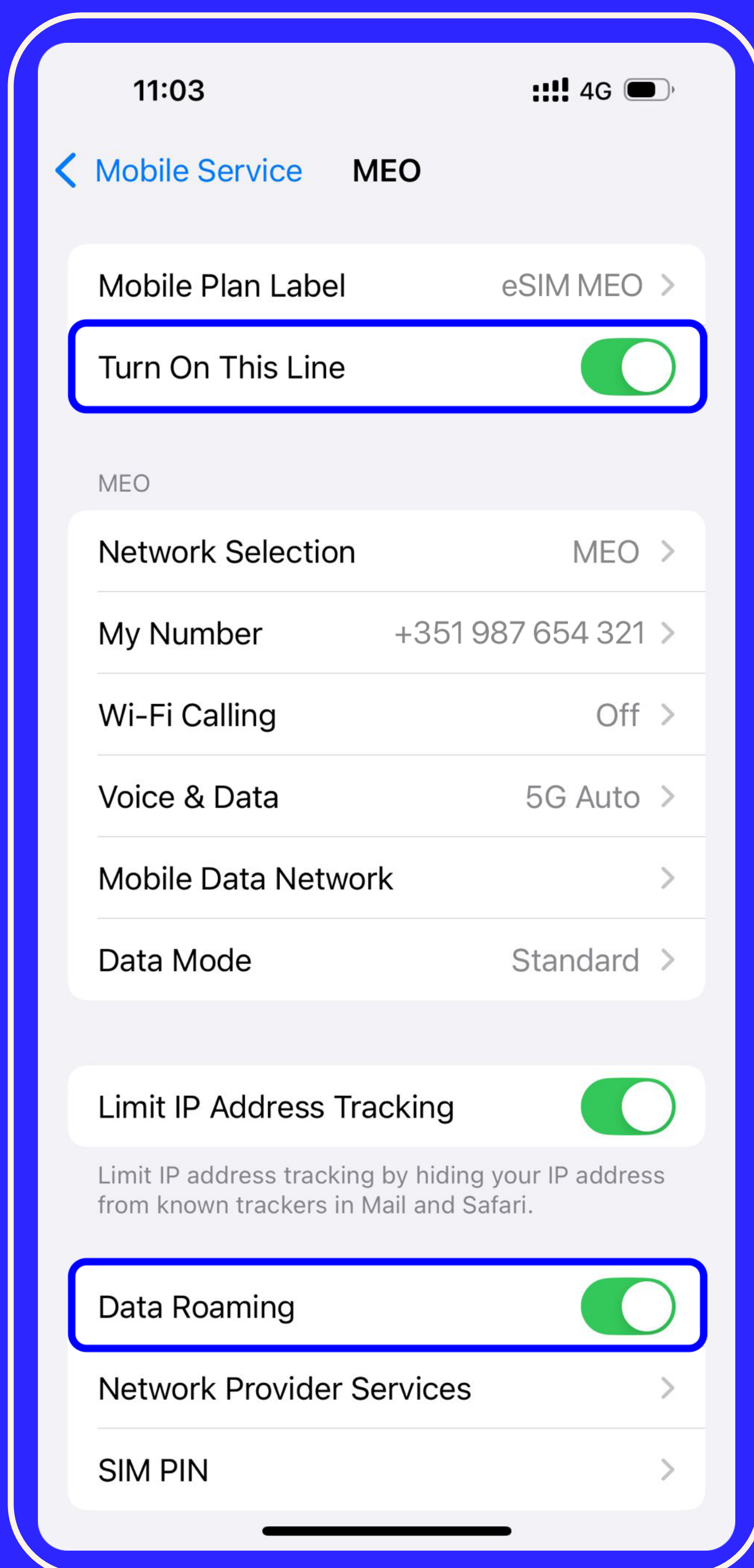


2. Select your eSIM





3. Turn on “Turn On This Line” and “Data Roaming”





Android Installation Guide



Waiting for your flight?

Install your eSIM now

[Click here >](#)



Just arrived at your destination?

Activate your eSIM now

[Click here >](#)



Install by scanning the QR CODE

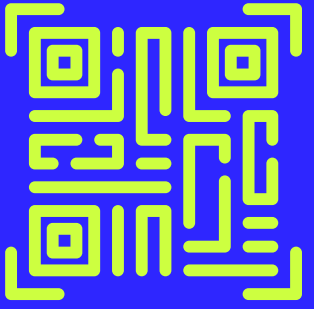
We recommend that you have the code on another screen to scan directly on your device

[Click here >](#)



Install by scanning the QR CODE using your photo gallery

[Click here >](#)

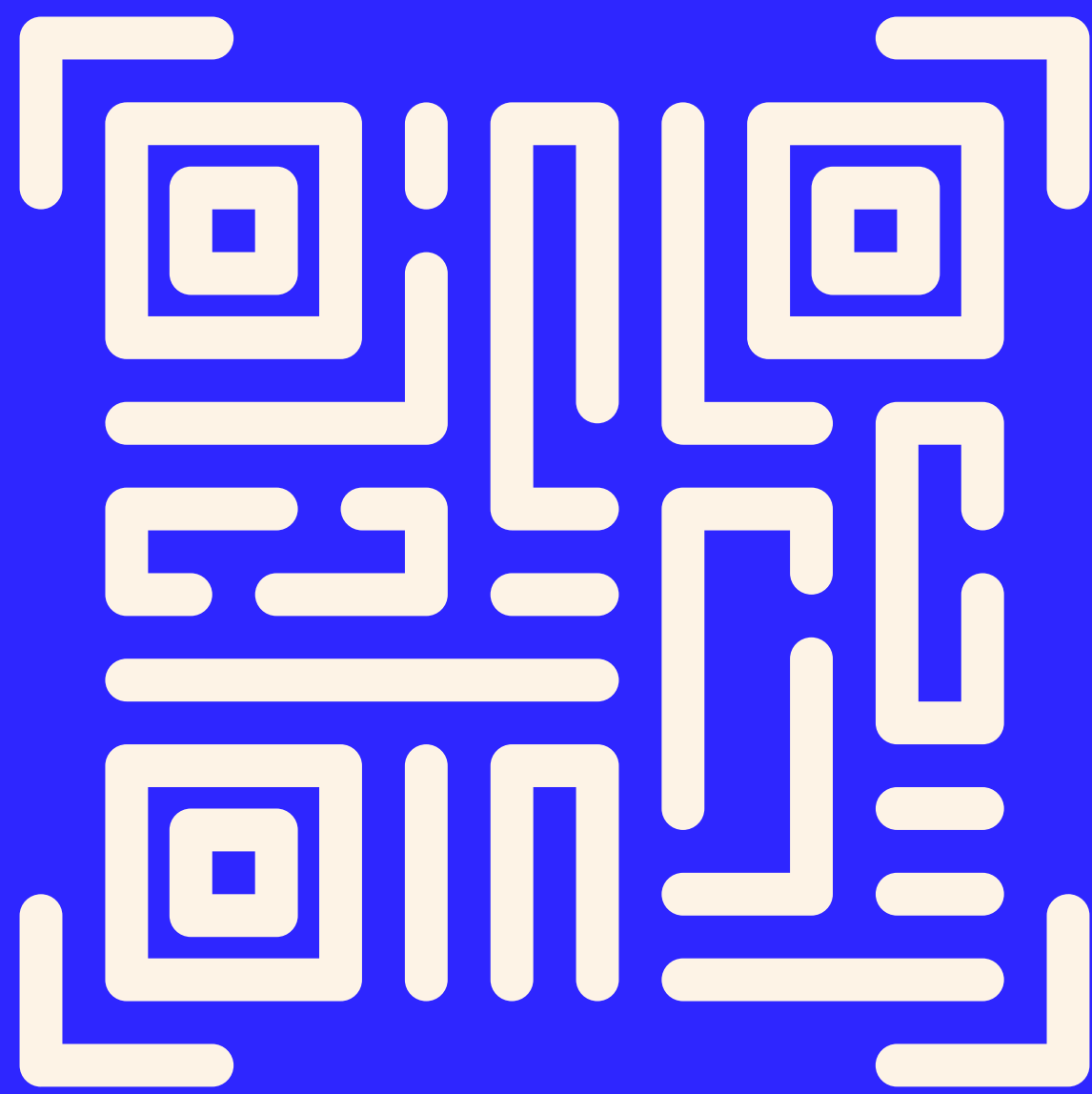


QR Code Installation

- 1.** We recommend having the QR Code on a second screen, so you can scan it easily and directly with your smartphone's camera.
- 2.** Access your inbox on a device other than the one you will be using and open the confirmation email we sent you when you made your purchase.
- 3.** Use your smartphone and scan the QR code attached to your purchase email to start installing the eSIM on your device.
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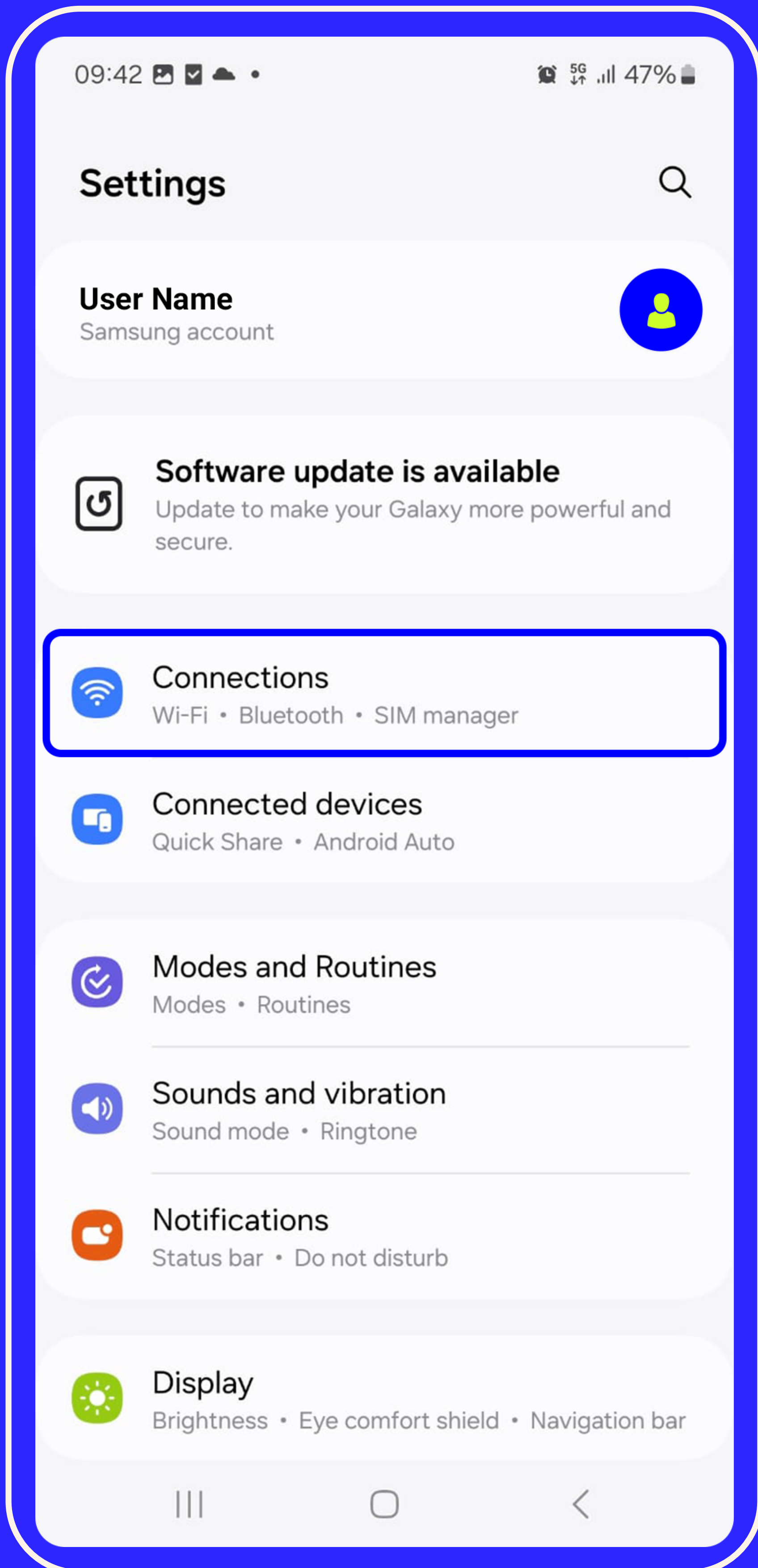


1. Download the QR Code attached to your purchase email



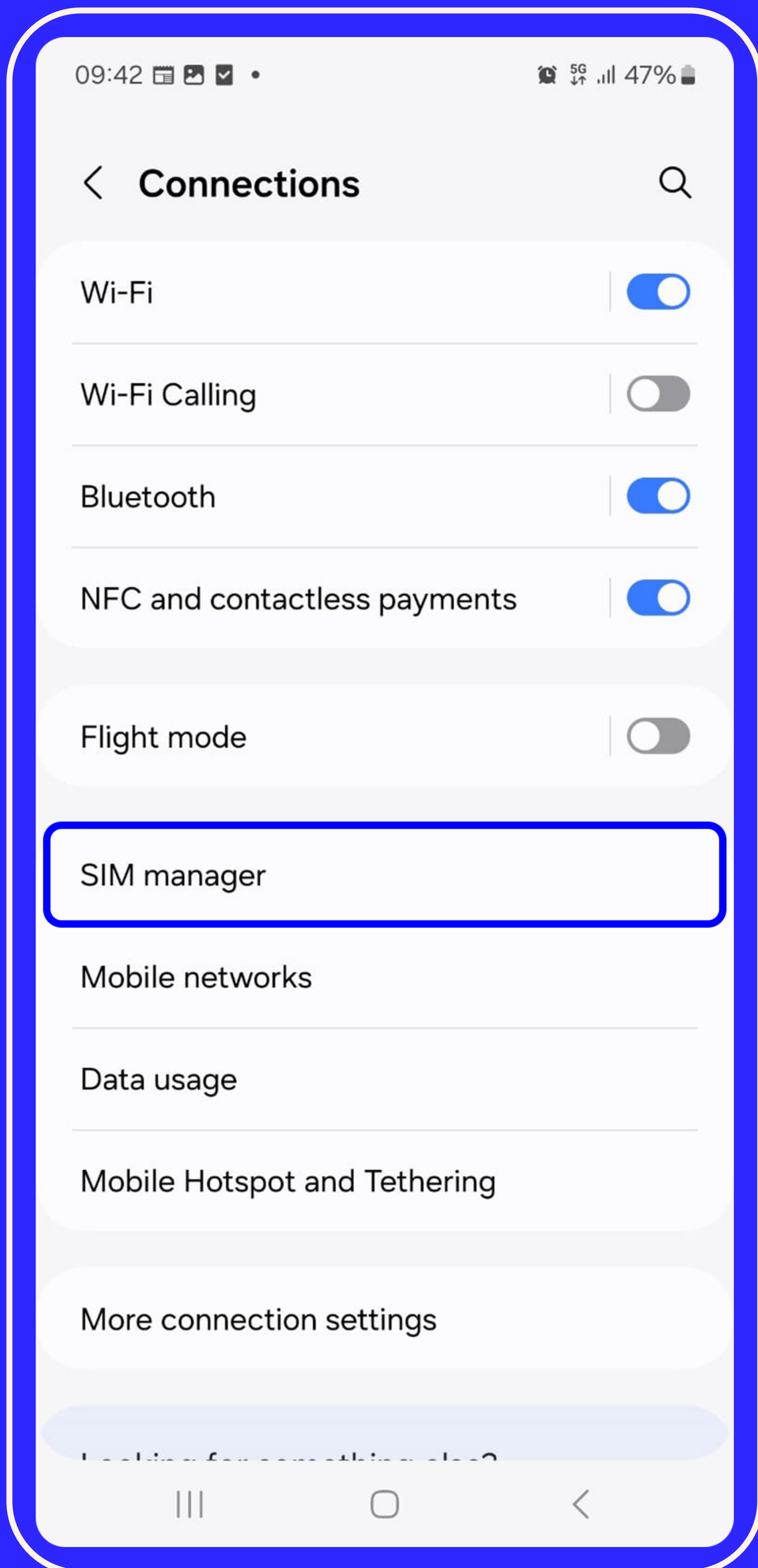


2. Go to “Settings” and then “Connections”



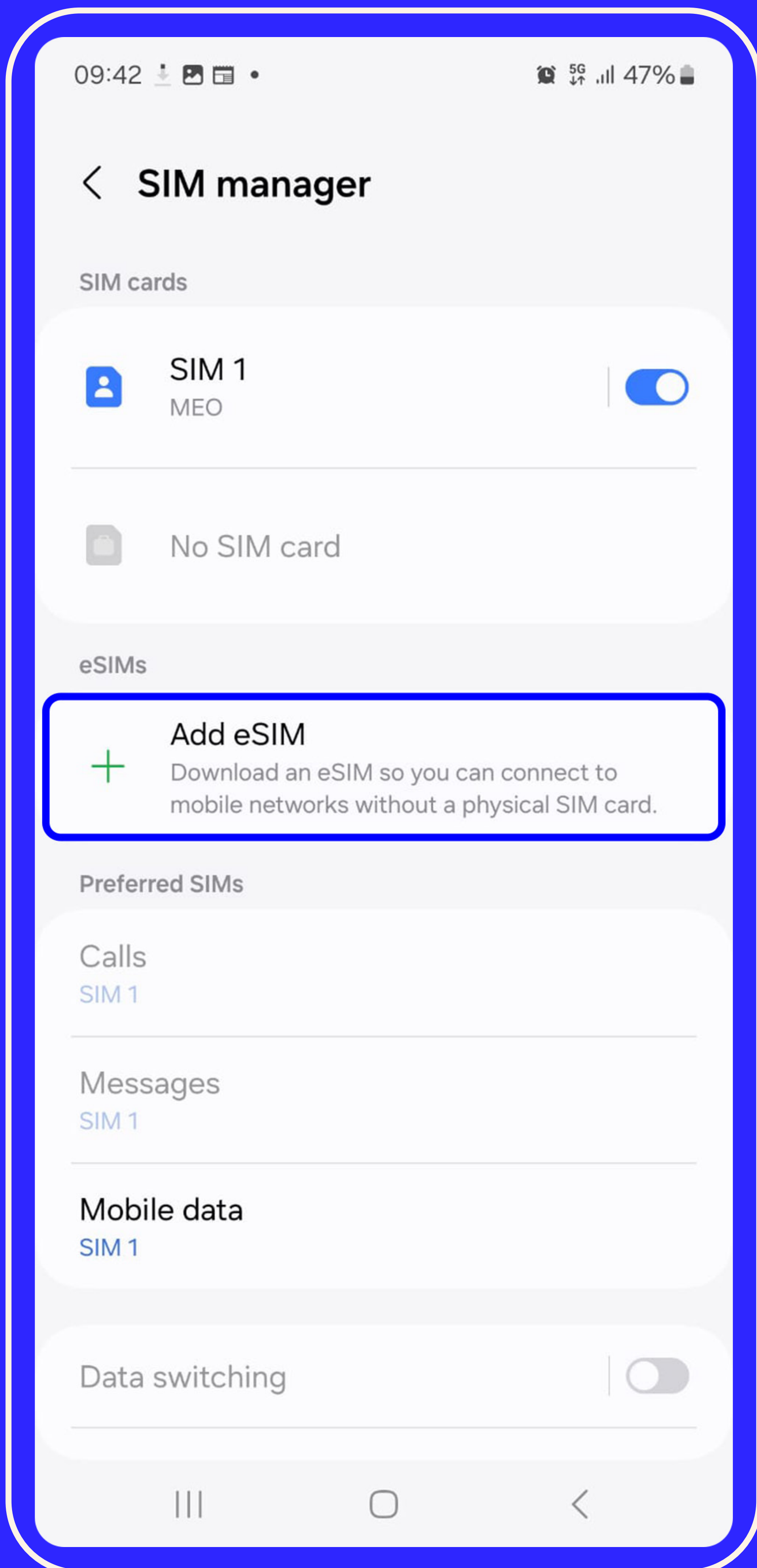


3. Enter “SIM Manager”



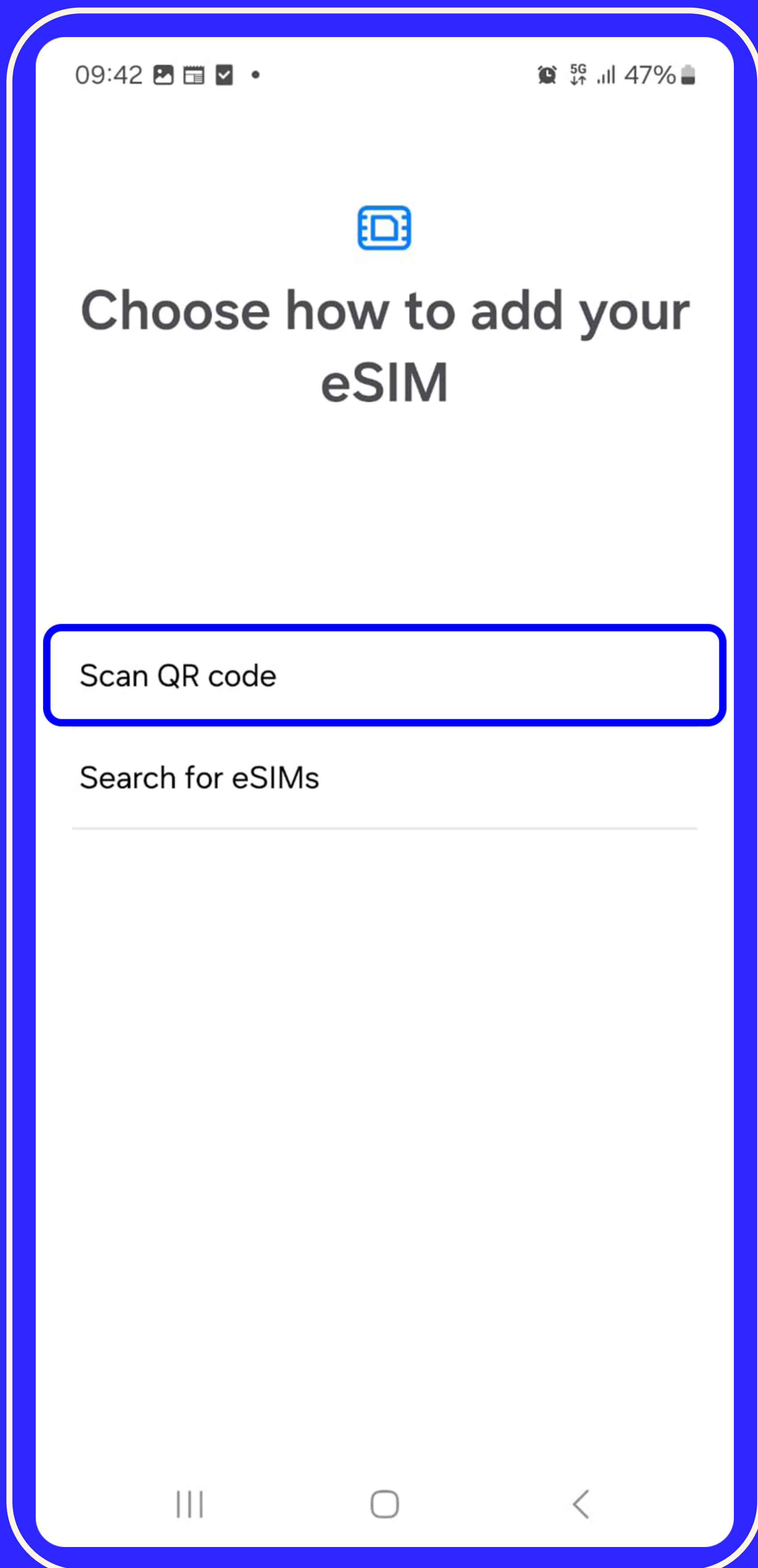


4. Enter “Add eSIM”





5. Enter “Scan QR Code”





6. Select the “**Gallery**” icon





7. Go to your gallery and find the **QR Code image**



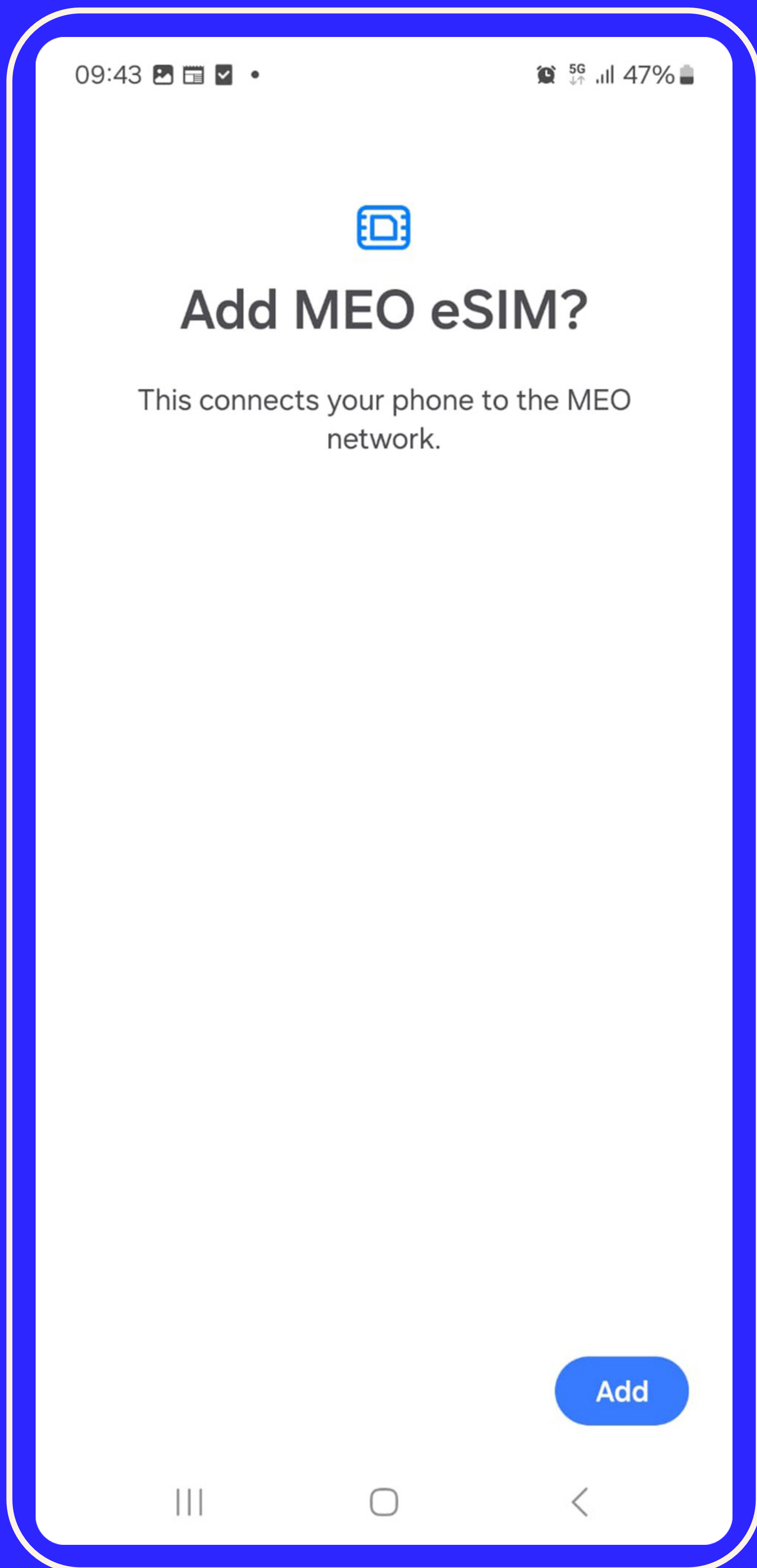


8. Select your QR CODE image





9. Add eSIM Card





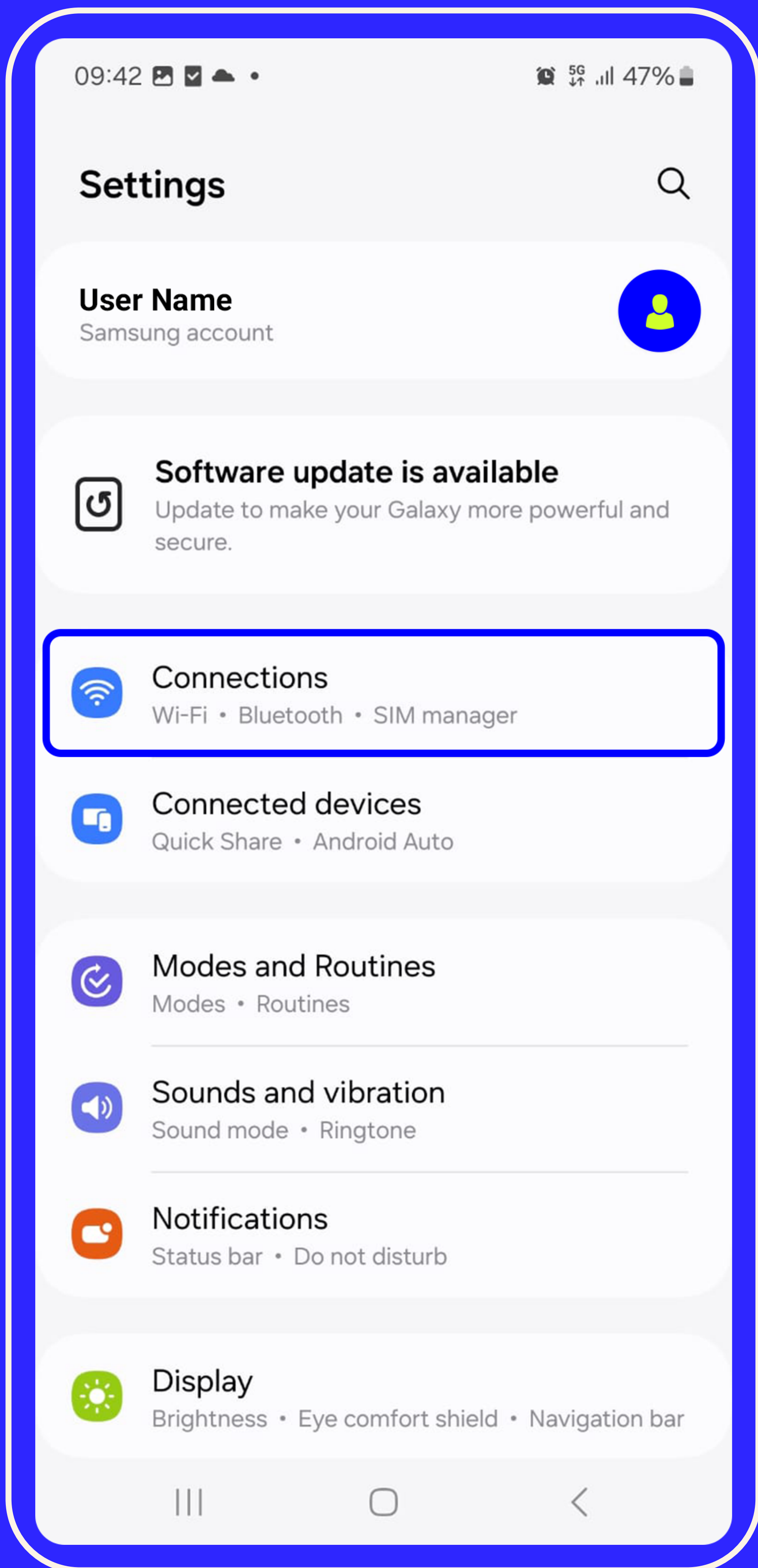
Attention

You should keep the eSIM deactivated and only activate it after you arrive at your destination!

Once your eSIM is activated, it will start using up your data allowance and be ready to use!

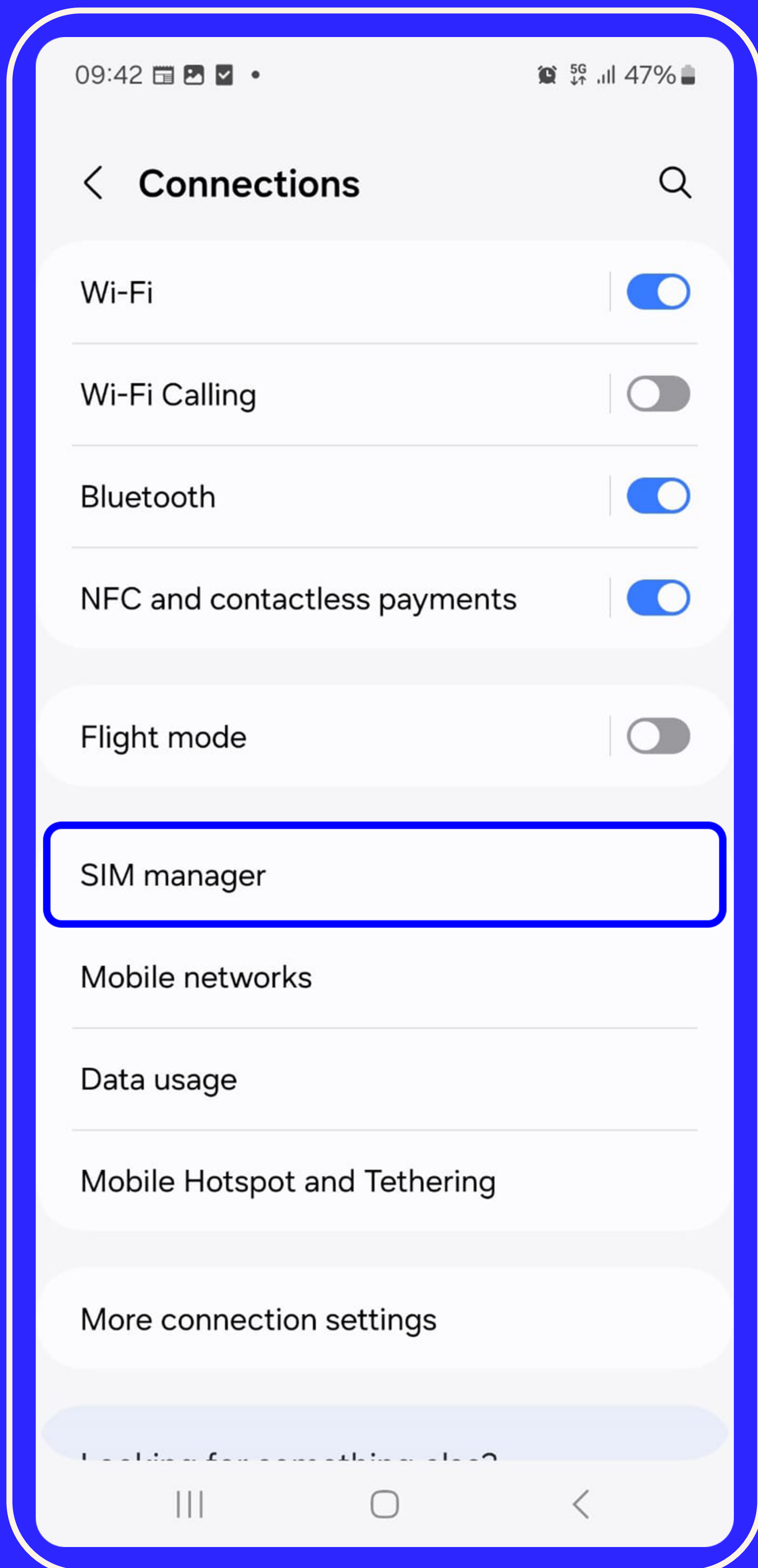


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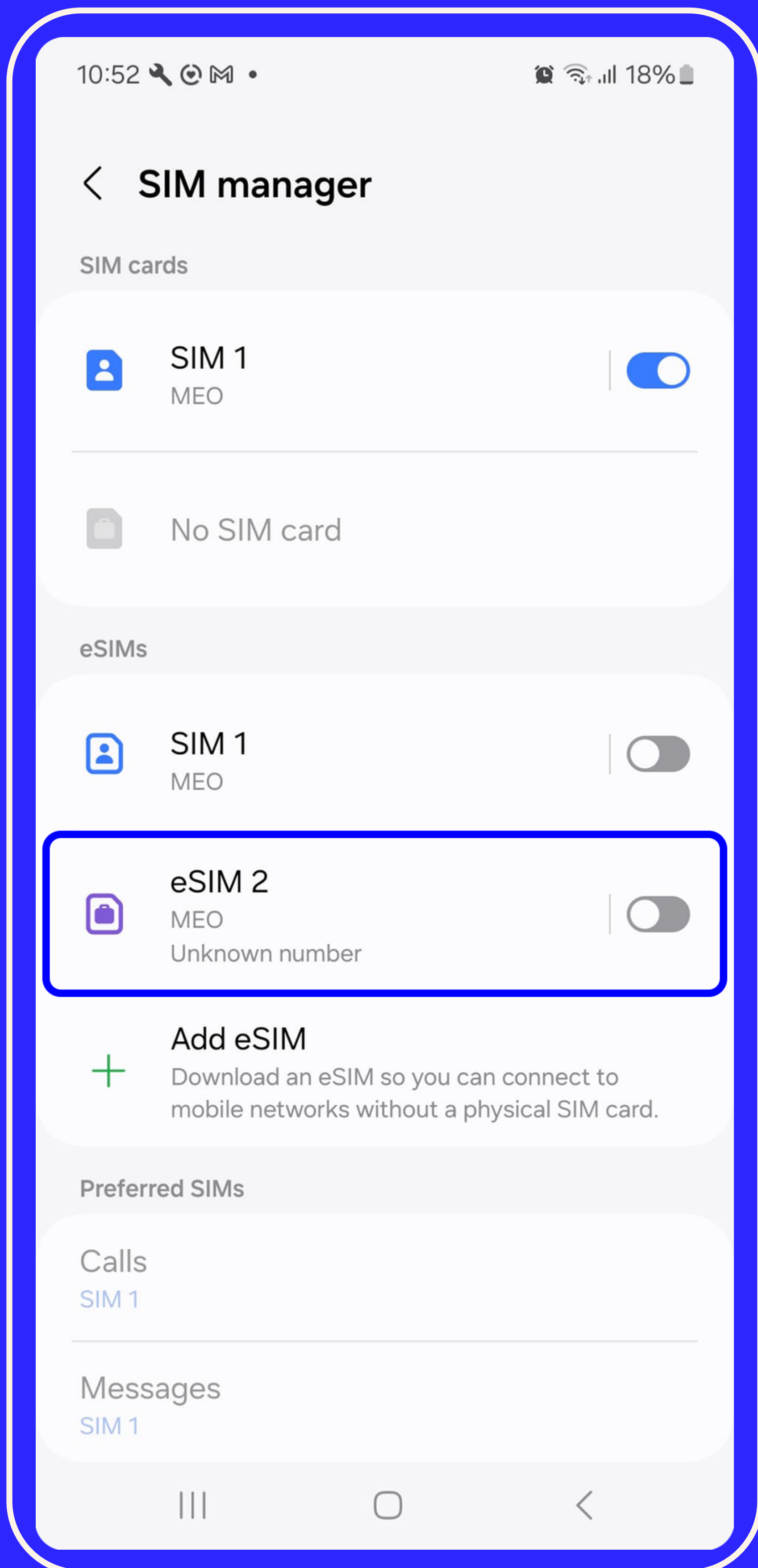


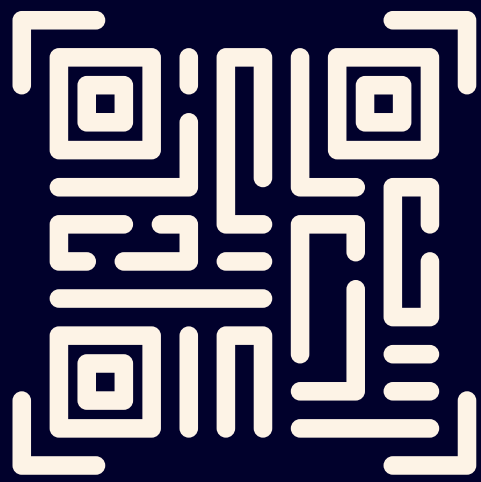
2. Enter “SIM Manager”





- 3.** Turn OFF the eSIM MEO
- When you reach your destination return here and activate it again





How to Activate the eSIM?

Activate your eSIM manually on your smartphone.

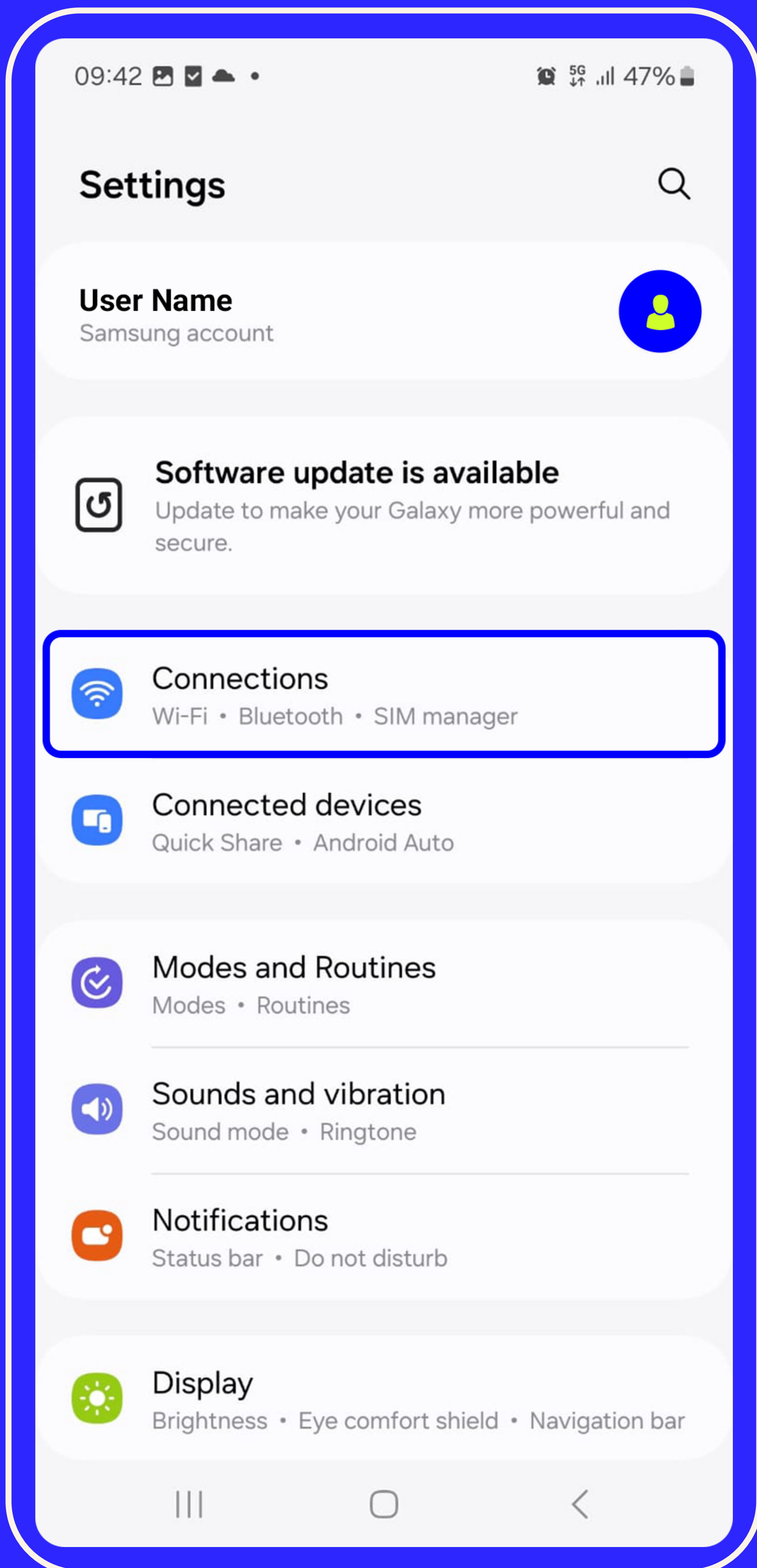


Reminder

Activate your eSIM only when you arrive at your destination!

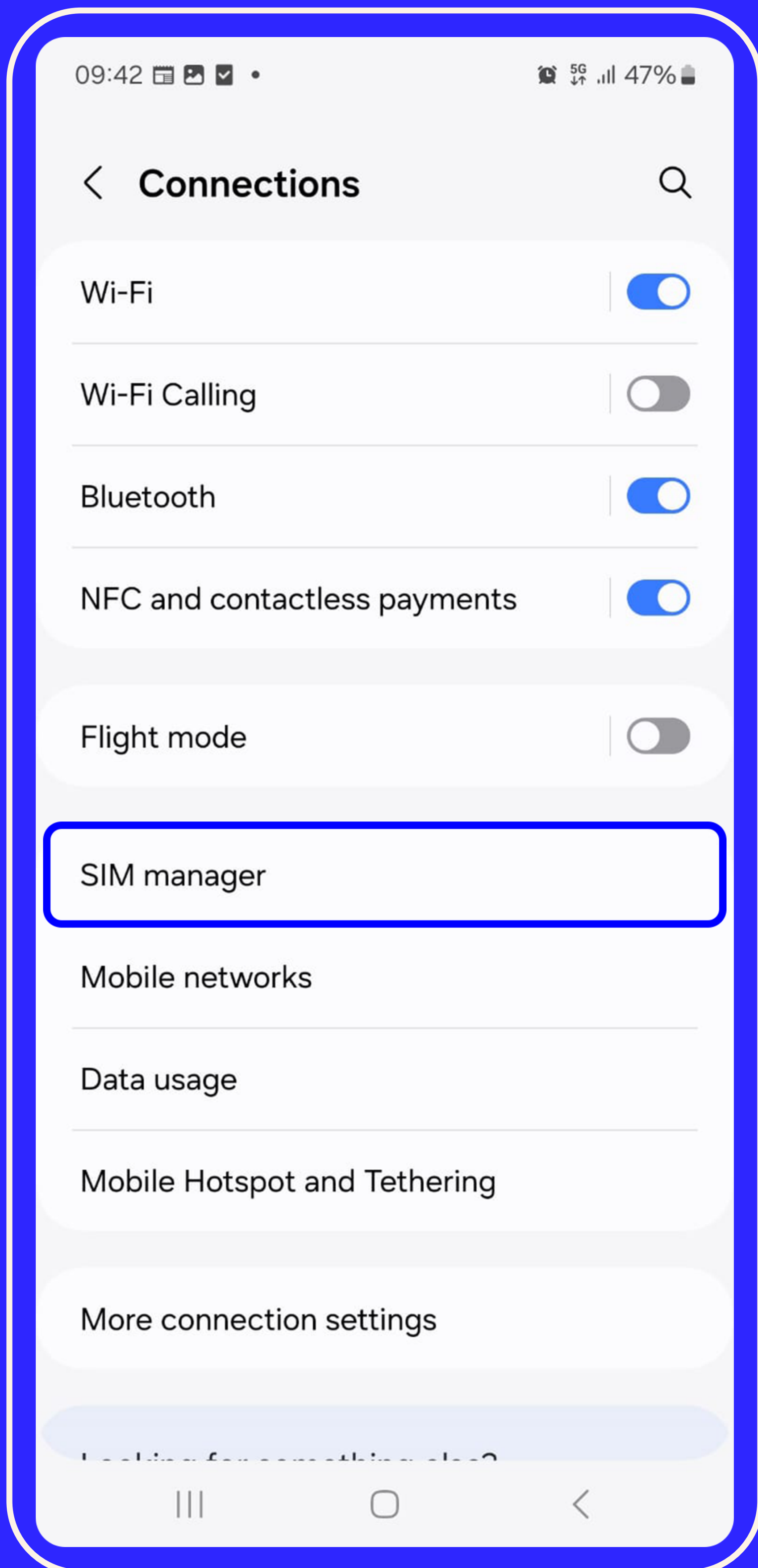


1. Go to “Settings” and then “Connections”





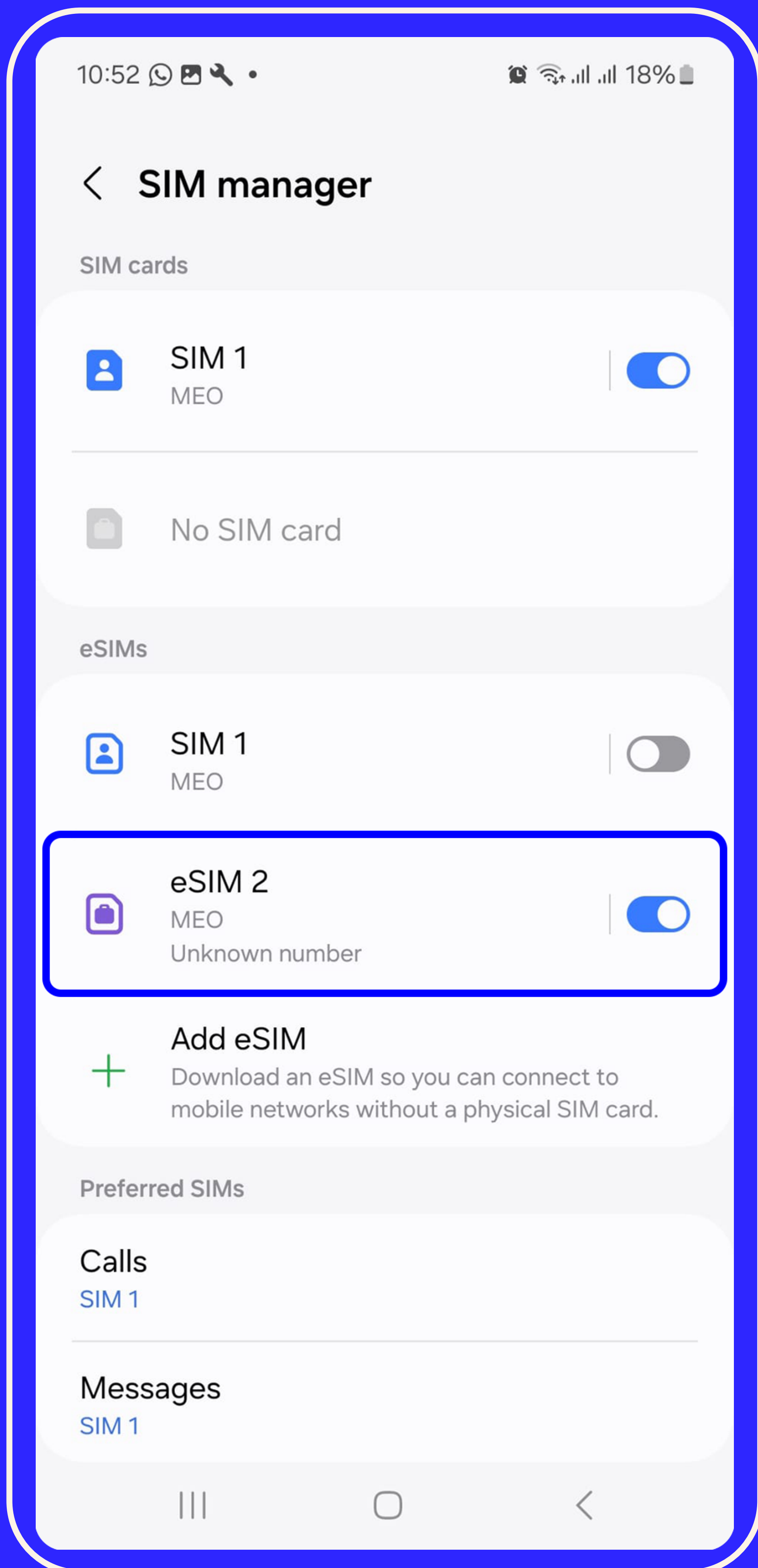
2. Enter “SIM Manager”



Enter “Add eSIM”

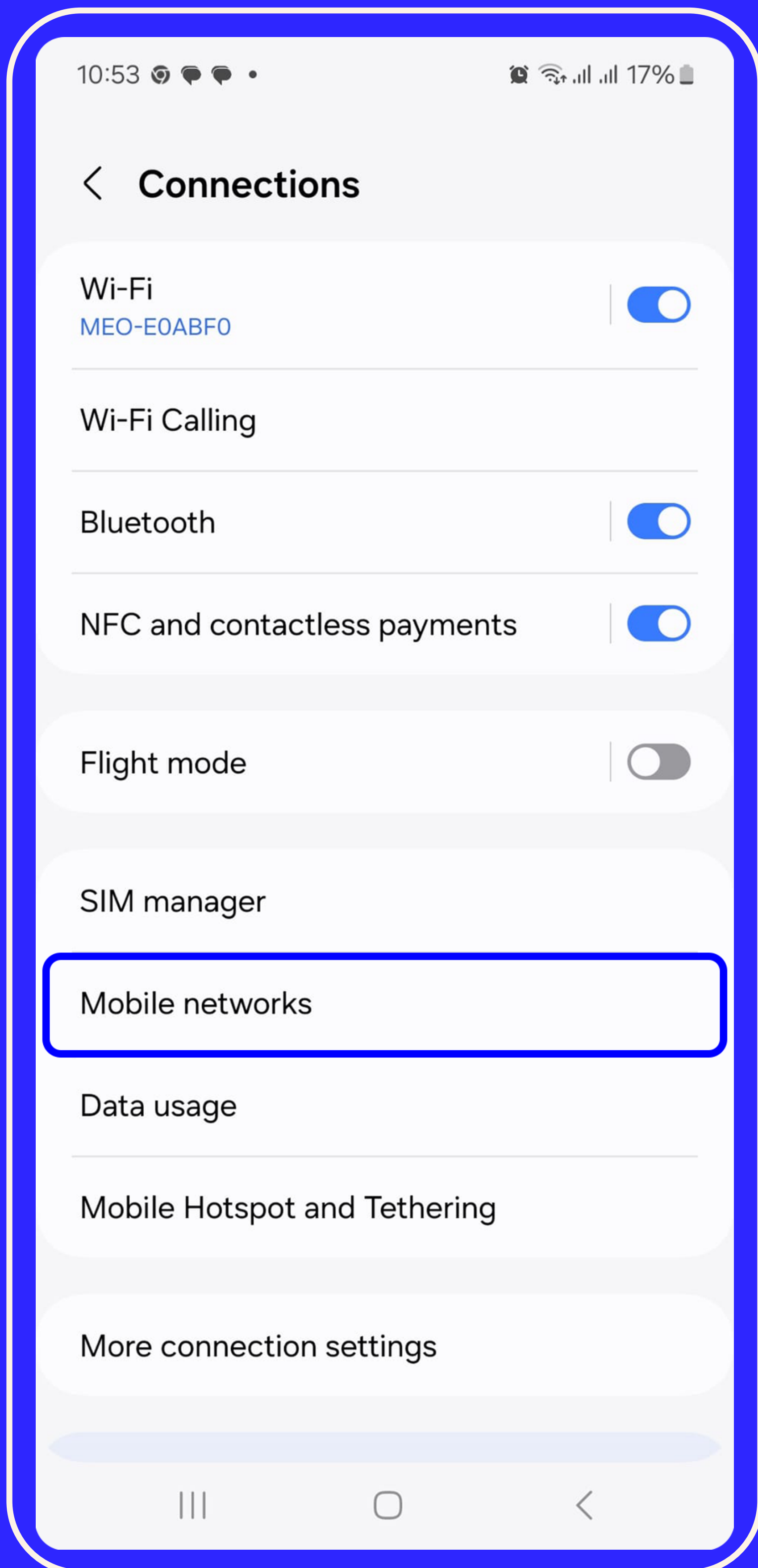


3. Make sure you have your eSIM selected



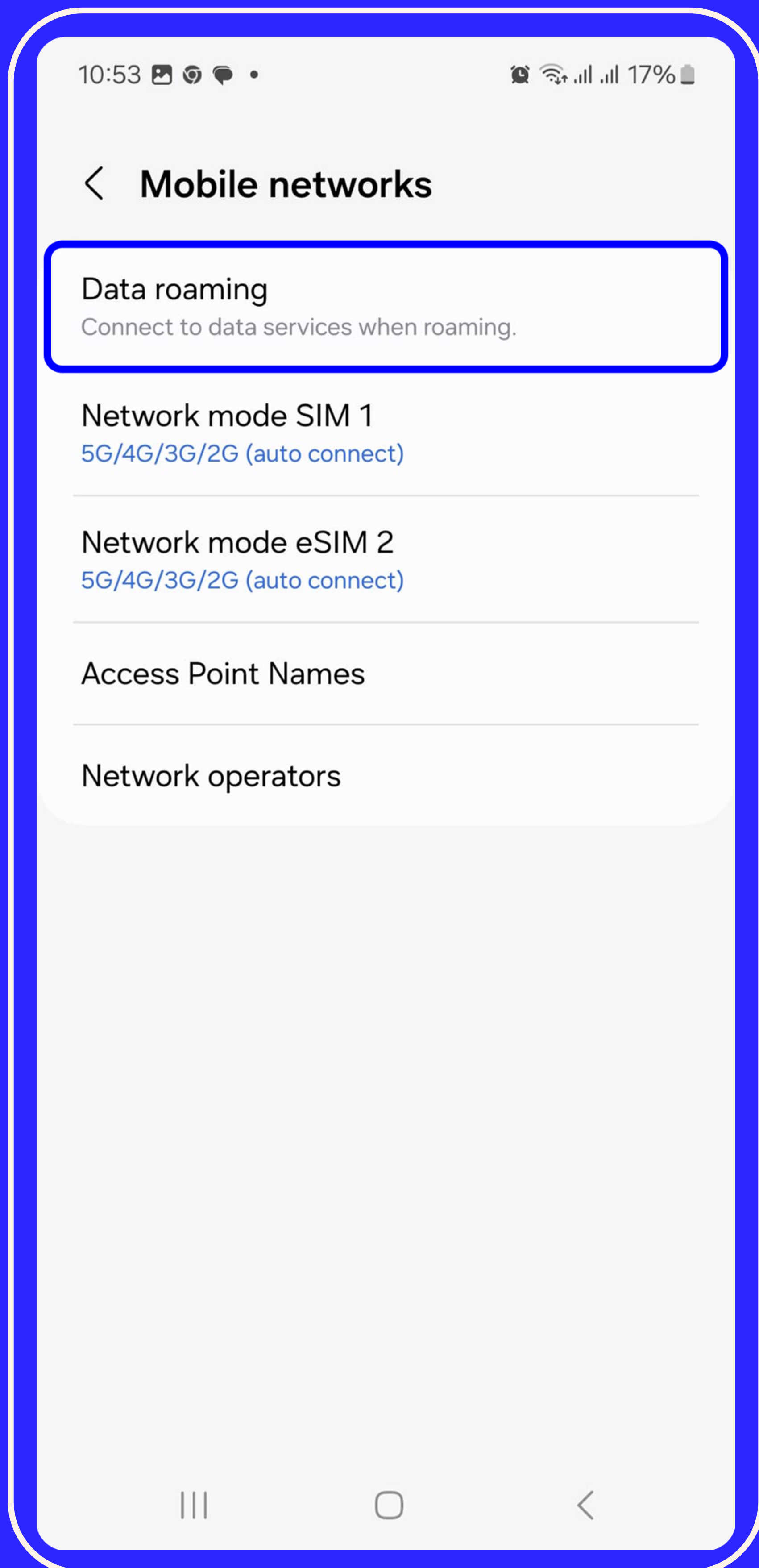


4. Tap “Mobile networks”





5. Turn on **Data Roaming** and your eSIM is ready



FAQS

Check the FAQ if you still have any further questions

If you need any more assistance, visit our eSIM Enjoy online page and ask our virtual chatbot

When does my eSIM become active?

Right after completing the activation, your eSIM will become available as soon as it connects to a mobile network in the country you're travelling to.

Make sure the "Data Roaming" option is turned on. From that moment, you can start using it without any issues. The validity of your plan starts from the moment the eSIM is installed on your device.

Can I top up the ENJOY plan?

No. These plans cannot be topped up. The plan is preloaded with a fixed data allowance. Once you've used up your data or the period ends, you can't use the same eSIM again, but you can purchase another eSIM according to your needs. See [here](#)

Can I check how much data I have left?

You will receive a notification when your usage reaches 80% and again once your data is fully consumed. You can also check your balance at any time by dialing *#123# followed by the call key.

Can I share my internet using the eSIM?

Yes. Your eSIM allows you to create a Wi-Fi hotspot so you can share your internet connection with other devices, friends, or family members.

