

Install your Zwitchy eSIM

Every step on iPhone and Android, with the screens you'll see along the way. Install at home on Wi-Fi, switch on when you land.

**1**

Install at home

On Wi-Fi, before you travel. It takes a few minutes and uses none of your data.

2

Pick it for data

Keep your own SIM for calls and texts. Use your Zwitchy eSIM for mobile data.

3

Land and switch on

Turn on Data Roaming for your Zwitchy eSIM when you arrive. You're online.

Before you start

Page 2

iPhone

Pages 3 to 6

Android

Pixel 7 to 8 · Samsung 9 to 10

Not working?

Page 11

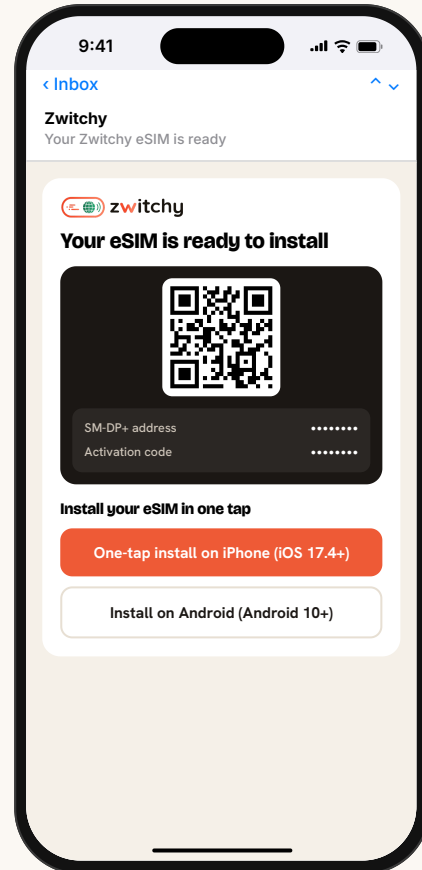
BEFORE YOU START

Three things to check

- ✓ **Your phone supports eSIM and is unlocked.** Most phones from iPhone XS and XR, Google Pixel 3 and Samsung Galaxy S20 onwards do, but some regional models don't. A phone locked to a carrier can't add our eSIM. Not sure? See page 11.
- ✓ **You're on Wi-Fi.** The eSIM downloads over the internet, so install it at home or in the hotel.
- ✓ **You have your Zwitchy email open.** It holds your QR code, the one-tap install button and your codes. They're also in My account on zwitchy.io and in the Zwitchy app.



Install it once, and keep it. A QR code can usually be used only once. Don't delete the eSIM after installing, even if it says No Service at home. That's normal until you arrive.



Choose one way to install

WAY A

One-tap link

Open the email on the phone you're setting up and tap the install button. No scanning needed.

iPhone iOS 17.4+ · Android 10+

WAY B

Scan the QR code

Show the QR on a second screen (laptop, tablet, a printout) and scan it with your phone.

Works on every eSIM phone

WAY C

Type the code

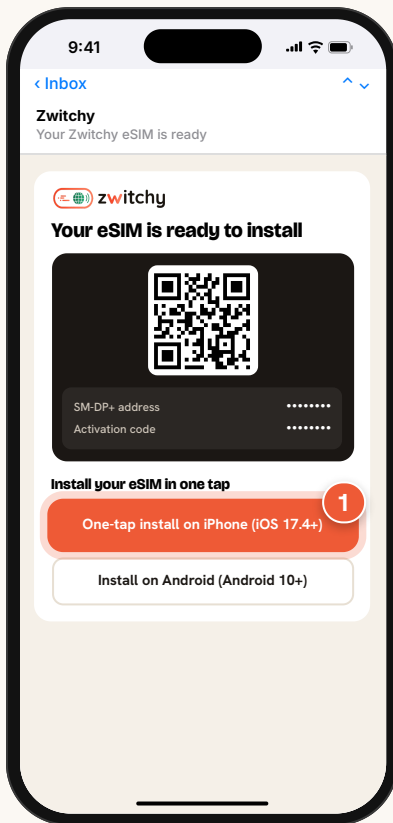
No second screen and the button doesn't work? Copy the SM-DP+ address and activation code from your email.

Backup option

IPHONE · WAY A

Install with one tap

On iOS 17.4 or newer, open your Zwitchy email on the iPhone itself. Using Way B or C instead? Skip to page 4.



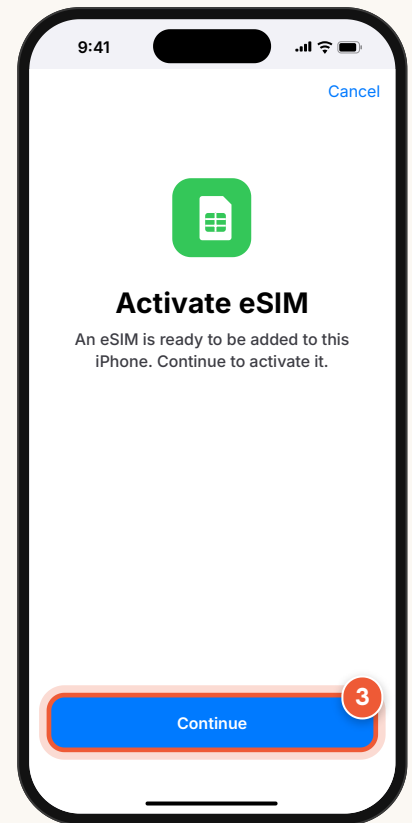
1 Tap the iPhone button

In your Zwitchy email, tap **One-tap install on iPhone**. Your iPhone opens its eSIM setup.



2 Tap Allow

Your iPhone asks to **Activate New eSIM**. Tap **Allow**.



3 Tap Continue

Tap **Continue**, and **Add Cellular Plan** if asked. Stay on Wi-Fi while it activates, then go to **page 5**.



Another way on the same iPhone: on iOS 17.4 or newer, press and hold the QR code in your Zwitchy email, then tap **Add eSIM**.



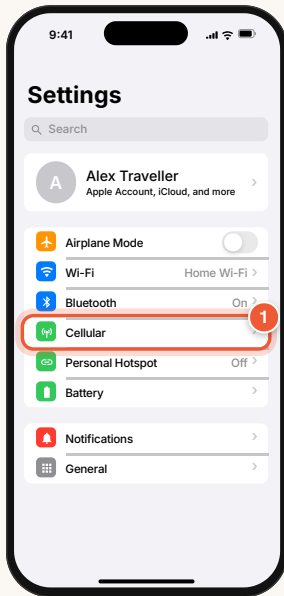
Nothing happens when you tap? Your iPhone may be older than iOS 17.4 (check in Settings > General > About). Update iOS, or use Way B or C on the next page.

IPHONE · WAY B AND C

Scan the QR, or type the code

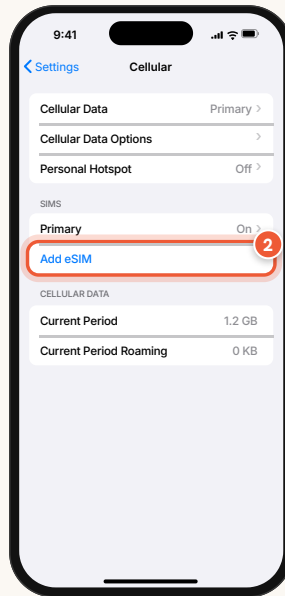
Settings > Cellular > Add eSIM > Use QR Code

In some countries Cellular is called Mobile Service or Mobile Data. Same place.



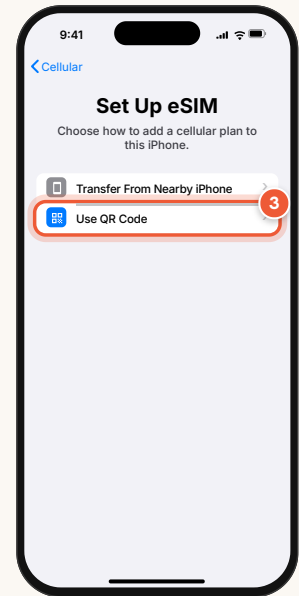
1 Open Cellular

Open Settings and tap Cellular.



2 Tap Add eSIM

Under SIMs, tap Add eSIM.



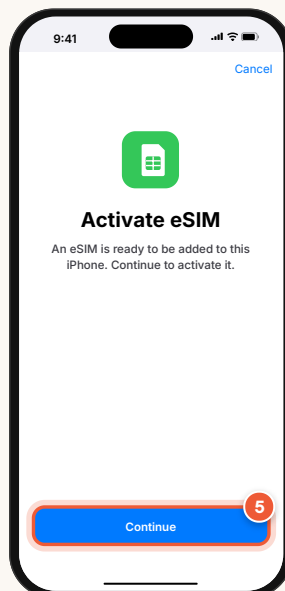
3 Tap Use QR Code

Choose Use QR Code.



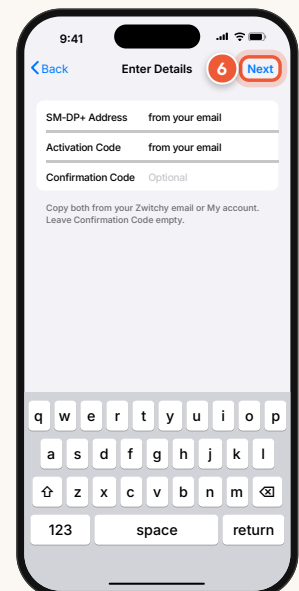
4 Scan your QR

Point the camera at the QR in your email on another screen. It scans by itself.



5 Tap Continue

Tap Continue, and Add Cellular Plan if asked. Wait while it activates, then go to page 5.



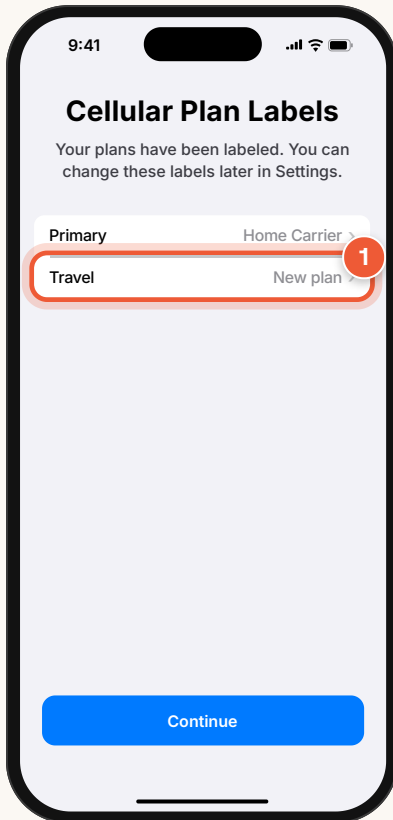
6 No QR? Type it

On the scan screen, tap Enter Details Manually. Paste the SM-DP+ address and activation code from your email, then tap Next.

IPHONE · FINISH SETUP

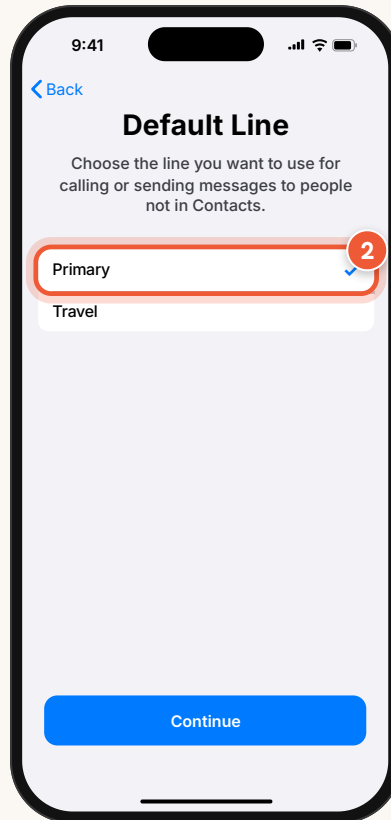
Name it Travel, use it for data

Right after installing, your iPhone asks three quick questions. Here's what to pick.



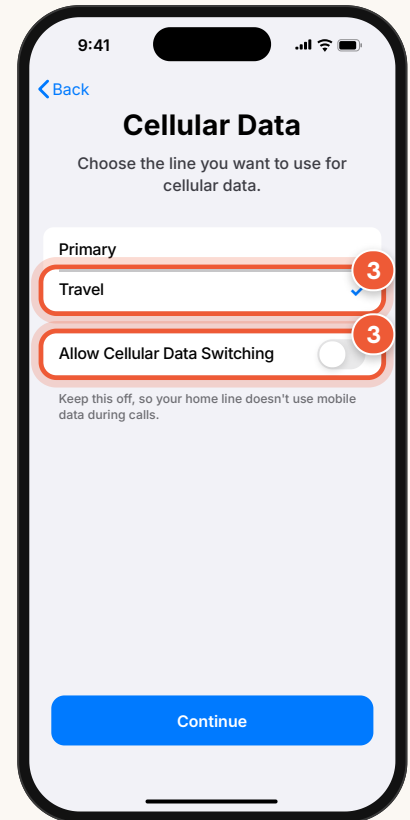
1 Your new line is Travel

Your iPhone names the new eSIM **Travel** (or Secondary). That's your Zwitchy eSIM. Tap **Continue**.



2 Calls stay on Primary

Keep **Primary** as your default line, so calls and texts still use your own number.



3 Data on Travel

Pick **Travel** for cellular data. Leave **Allow Cellular Data Switching** off.



Asked about iMessage & FaceTime? Pick **Primary**, so your contacts still reach you on your usual number.

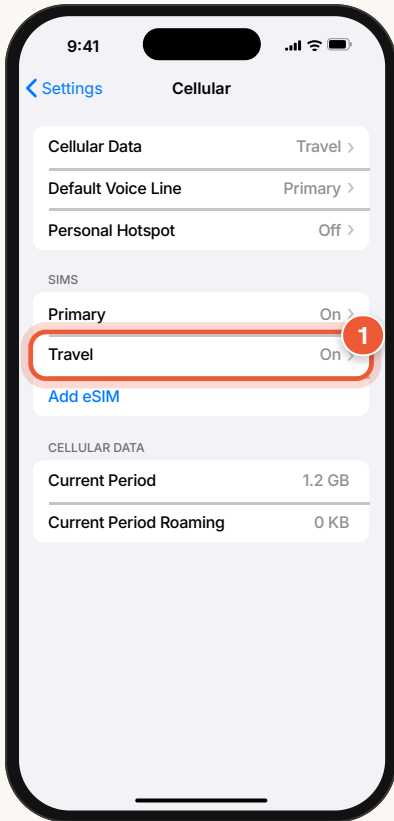


Want to see 'Zwitchy' instead? Go to Settings > Cellular > Travel > Cellular Plan Label and choose **Custom Label**.

IPHONE · WHEN YOU LAND

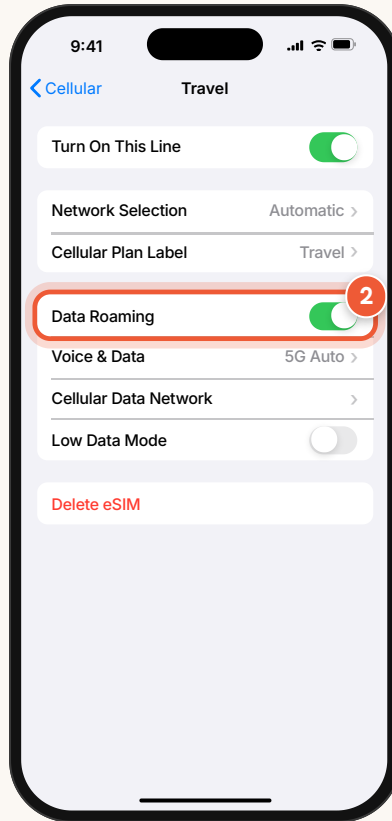
Turn on Data Roaming

Settings > Cellular > Travel > Data Roaming



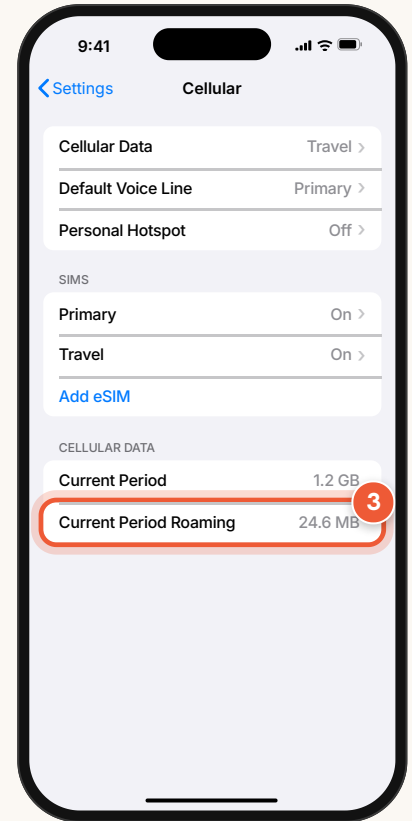
1 Open your Travel line

In Settings > Cellular, check that Cellular Data says Travel, then tap Travel.



2 Switch on Data Roaming

Make sure Turn On This Line is on, then switch on Data Roaming.



3 You're online

Give it a minute to connect, then open a web page. Data you use abroad shows under Current Period Roaming.



Data Roaming on your Zwitchy eSIM costs nothing extra. Your plan already covers the data you bought. Your plan's days start when the eSIM first connects at your destination, not when you install it.



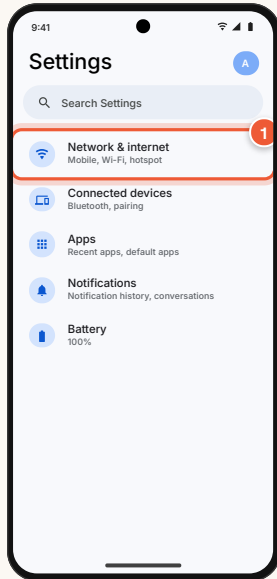
Your home SIM: calls and texts on it are billed by your home carrier at their roaming rates. Check those with them before you travel.

ANDROID · GOOGLE PIXEL

Install on a Pixel

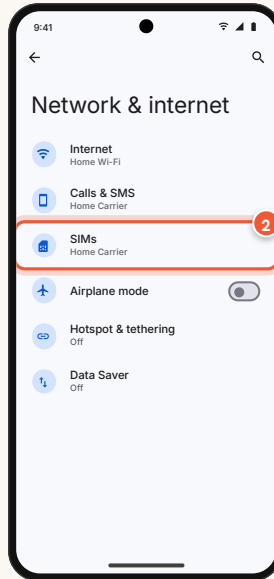
Settings > Network & internet > SIMs > Add SIM

Reading the email on this phone? Try **Install on Android** first. If it doesn't open the eSIM setup, follow these steps.



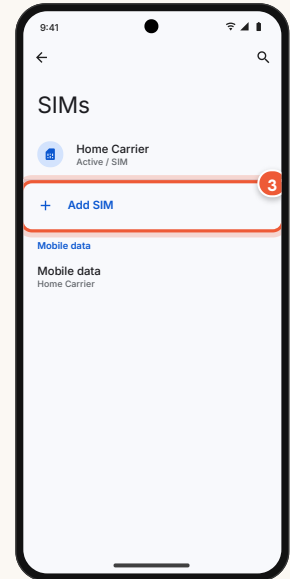
1 Network & internet

Open **Settings** and tap **Network & internet**.



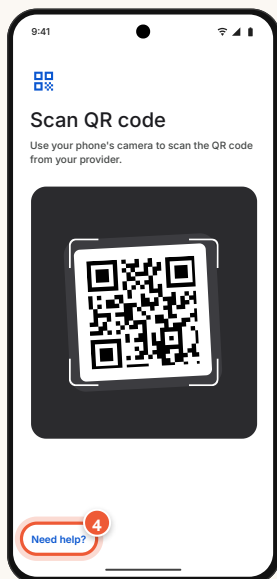
2 Tap SIMs

Tap **SIMs**.



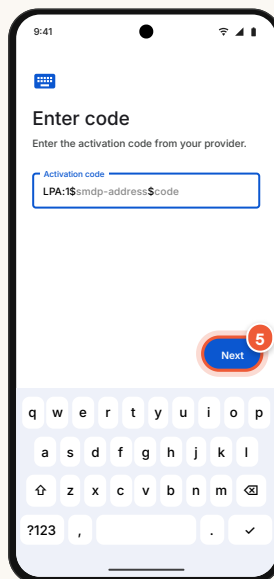
3 Tap Add SIM

Tap **Add SIM**, then **Set up an eSIM**.



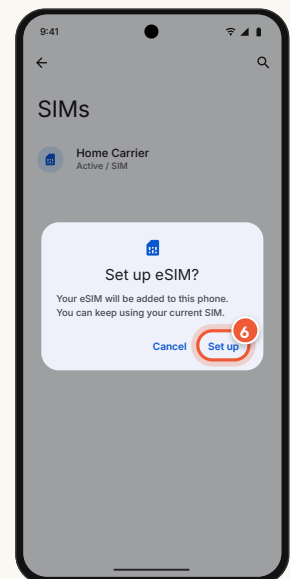
4 Scan your QR

Scan the QR from another screen. No QR? Tap **Need help?** and enter the details manually.



5 Typing the code?

Type it as one line: **LPA:1\$**, the SM-DP+ address, **\$**, the activation code. No spaces. Tap **Next**.



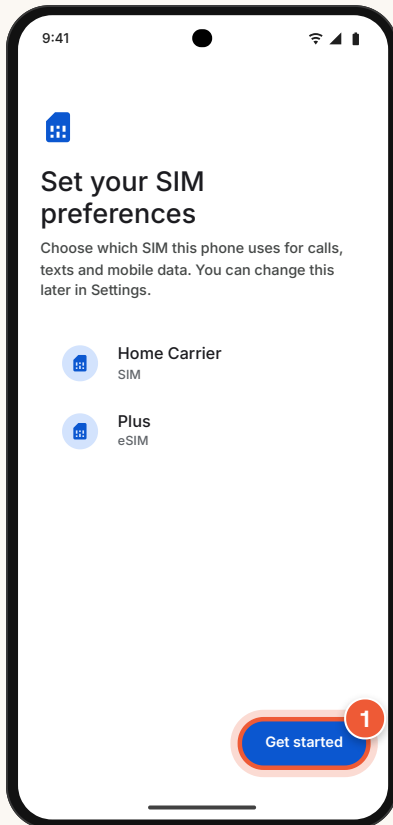
6 Tap Set up

Tap **Set up** and stay on Wi-Fi. In your SIM list, your Zwitchy eSIM shows up as **Plus**.

ANDROID · GOOGLE PIXEL

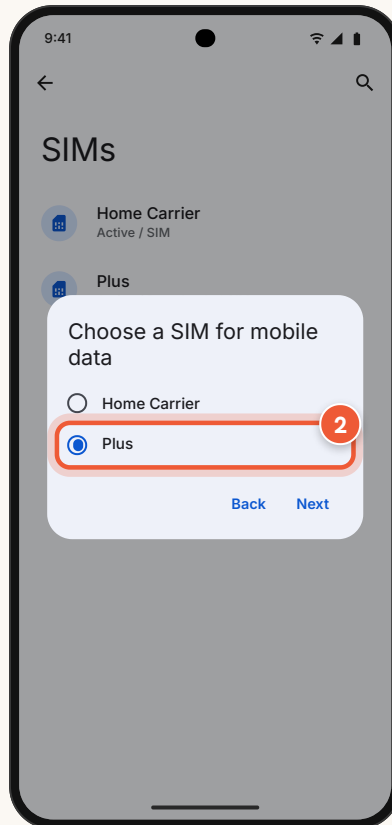
Use Plus for data, roam when you land

Your Pixel names the new eSIM Plus. That's your Zwitchy eSIM.



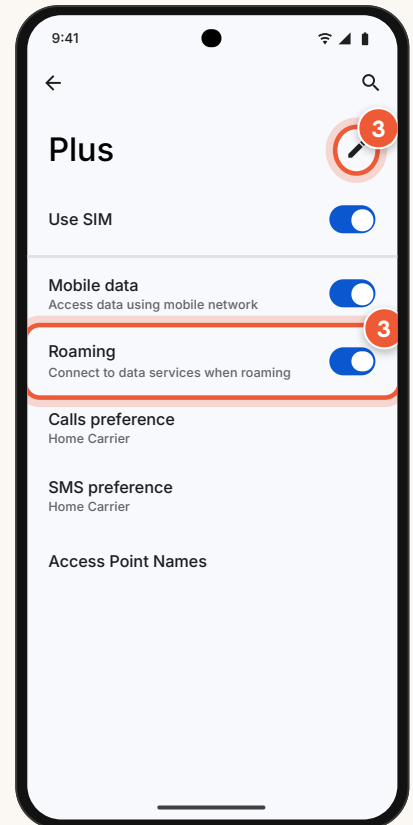
1 Set your preferences

When setup is done, tap **Settings**, then **Get started**.



2 Data on Plus

Choose **Plus** for mobile data. Keep calls and texts on your own SIM, then tap **Next**.



3 When you land: Roaming

In **SIMs > Plus**, switch on **Roaming**. Tap the pencil to rename it Zwitchy if you like.



Roaming on your Zwitchy eSIM costs nothing extra. Your plan already covers the data you bought. Your plan's days start when the eSIM first connects at your destination, not when you install it.



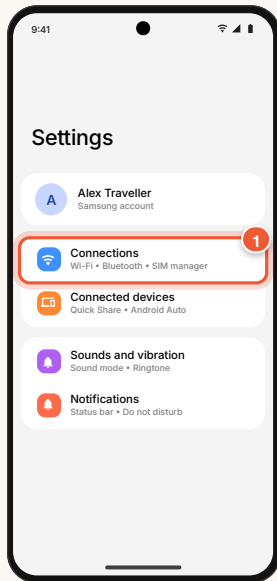
Other Android phones (Xiaomi, OnePlus, Motorola, Oppo) work the same way. Search Settings for **eSIM** or **SIM** to find the right screen.

ANDROID · SAMSUNG GALAXY

Install on a Samsung

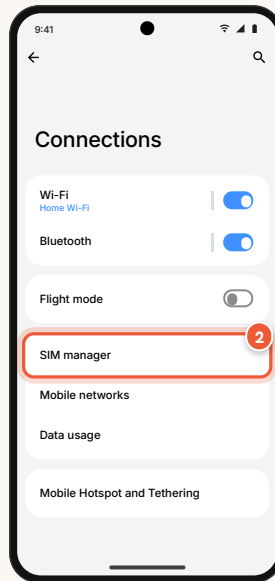
Settings > Connections > SIM manager > Add eSIM

Reading the email on this phone? Try **Install on Android** first. If it doesn't open the eSIM setup, follow these steps.



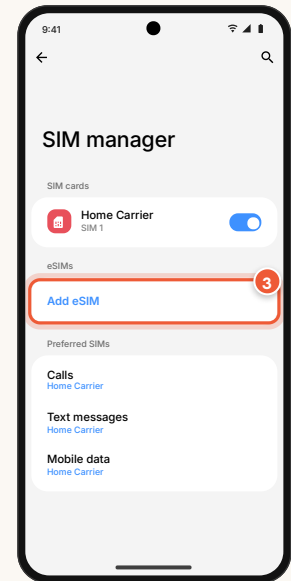
1 Open Connections

Open Settings and tap Connections.



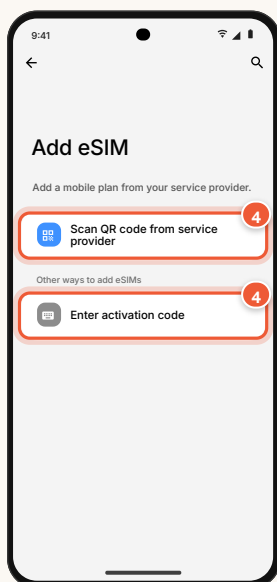
2 Tap SIM manager

Tap SIM manager.



3 Tap Add eSIM

Under eSIMs, tap Add eSIM.



4 Scan, or enter a code

Choose **Scan QR code from service provider**. No QR? Choose **Enter activation code** and type **LPA:1\$** address **\$** code.



5 Scan your QR

Point the camera at the QR in your email on another screen.



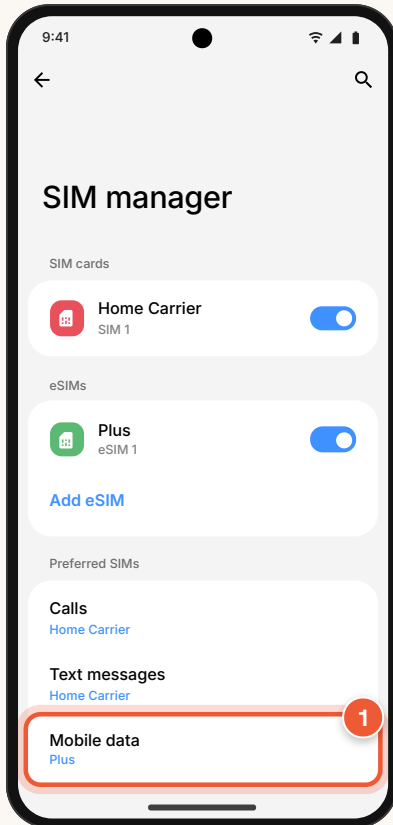
6 Tap Confirm

Tap **Confirm** (some phones say **Add** or **Connect**) and stay on Wi-Fi. It shows up as **Plus**.

ANDROID · SAMSUNG GALAXY

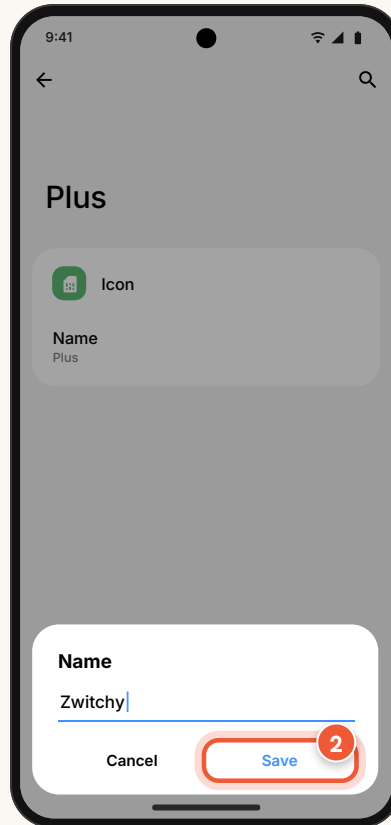
Use Plus for data, roam when you land

Settings > Connections > Mobile networks > Data roaming



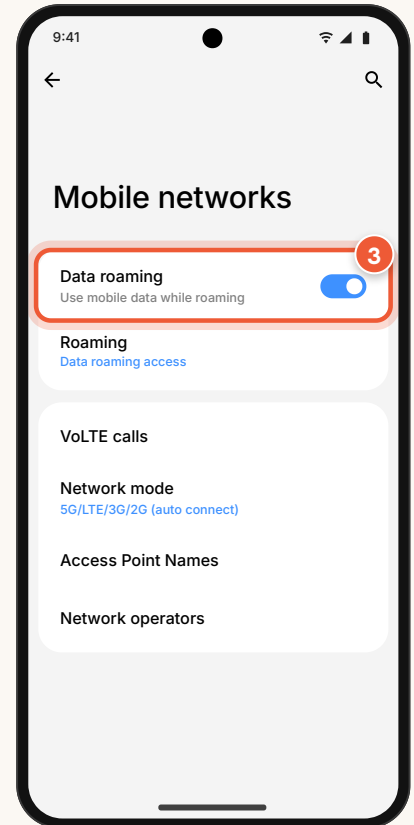
1 Data on Plus

In SIM manager, under Preferred SIMs, set **Mobile data** to Plus. Calls and texts stay on your own SIM.



2 Rename it (optional)

Tap Plus under eSIMs, then Name, to call it Zwitchy.



3 When you land: Data roaming

Go back to **Connections > Mobile networks** and switch on **Data roaming**.



Data roaming on your Zwitchy eSIM costs nothing extra. Your plan already covers the data you bought. Keep **Mobile data** set to Plus, so data never runs over your home SIM.



Your home SIM: calls and texts on it are billed by your home carrier at their roaming rates. Check those with them before you travel.

NOT WORKING?

Quick fixes

No signal after landing

1. Turn on **Data Roaming** for your Zwitchy eSIM (Travel or Plus).
2. Check mobile data is set to that line, and the line is turned on.
3. Turn Airplane Mode on for 10 seconds, then off. Or restart the phone.
4. Still nothing? Set Network Selection to manual and pick another network.

Bars, but no internet

Your phone sets the APN by itself. If pages still won't load and your Zwitchy email lists an **APN**, enter it here:

- iPhone: Cellular > Travel > Cellular Data Network
- Pixel: SIMs > Plus > Access Point Names > +
- Samsung: Mobile networks > Access Point Names > Add

"Add eSIM" is missing

Your phone may not support eSIM, or it may be locked to a carrier. On iPhone, look at Settings > General > About > Carrier Lock: it should say **No SIM restrictions**. On Android, dial ***#06#**: if you see an EID, your phone has eSIM.

The QR code doesn't work

A QR code can usually be used once. Don't scan it again and again. If it was used but your eSIM never connected, contact us: within 30 days of your order, we can replace it once for free.

Can I delete it after my trip?

Wait until your plan has run out. While it's running, just switch the line off: you can switch it back on any time. A deleted eSIM can't always be added again.

Does it change my number?

No. Your own SIM keeps your number for calls and texts. Your Zwitchy eSIM is for mobile data, and WhatsApp, iMessage and FaceTime keep working over it.



Still stuck? We're here 24/7

Have your order number ready (it starts with ZW-). Your QR code and codes are always in My account.

Live chat
zwitchy.io

Email
support@help.zwitchy.io

Your eSIM
zwitchy.io > My account