Before you start
This is what you need

Stable internet access
To download your eSIM

The right smartphone
Samsung Galaxy S20 or up

The latest software
Update your phone software

An eSIM compatible phone
Check before installing eSIM

Check this first
Is eSIM possible?

This is how you check it

Call *#06#

If you see an EID number/barcode, your phone is compatible.
No EID? This phone is not compatible and cannot use eSIMs.

Install now
Arrive connected

When to install your eSIM

We advise you to install the eSIM before your trip, to arrive connected.

Do not worry, your data bundle will only become active when you use your first data at your destination.

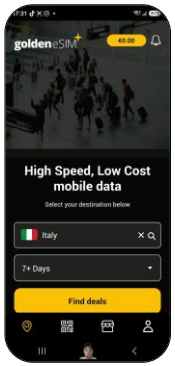
Download the app
For the best experience

- **Easy installation**
- **Usage insights**
- **Easy top up**



Step 1: buy your eSIM (in this example via de app)

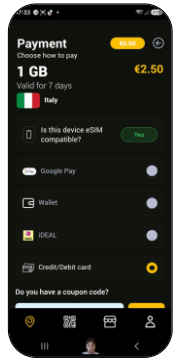
SAMSUNG



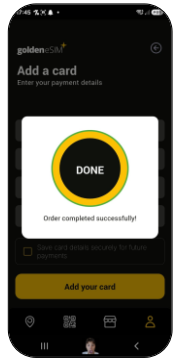
Select destination and duration



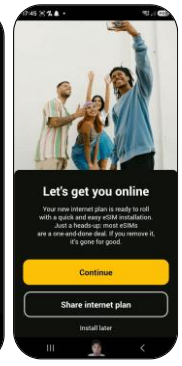
Select your bundle



Select a payment method and pay

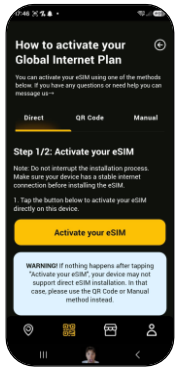


Purchase done



Click Continue

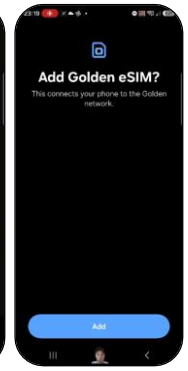
Step 2: install your eSIM



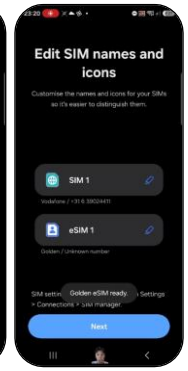
Click Activate your eSIM



Click Setup



Click Add



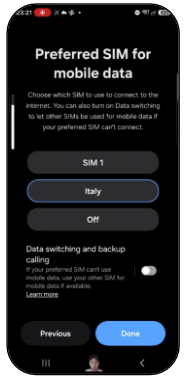
Click eSIM1
Enter a name for your eSIM



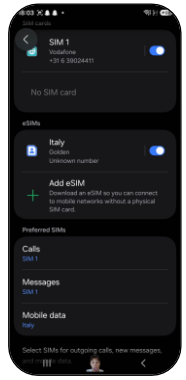
Select SIM 1
Then Next



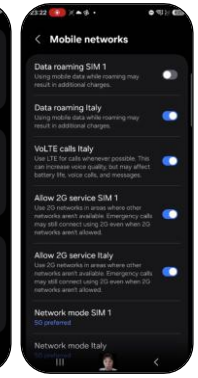
Select SIM 1
Then Next



Select your eSIM for mobile data
Then Done



This is what it should look like now



FINAL STEP
Go to Settings -> Connections -> Mobile Network
Put off Data roaming SIM1.
Put on Data roaming of your eSIM

TRAVELLING LATER?

When you are installing your eSIM now, but will be travelling later, keep mobile data on SIM1.

Switch mobile data to your eSIM on the day you travel.

Then go to: Settings->Connections-> SIM manager and switch Mobile data to your eSIM

goldeneSIM