

Xplori eSIM cards

After making your booking, in approximately 12 hours you will receive an email with the installation instructions for your eSIM (please check your spam folder).

Once you receive the email, you can **scan the QR code** and follow the instructions, or you can follow these steps:

1. On your mobile phone, make sure that both data and data roaming are turned on (Settings > Mobile Network)
2. Go to Settings on your mobile, and in the Mobile Network configuration select “Add Mobile Plan”
3. Scan the QR code that was emailed to you, or manually enter the details.

We recommend having your SIM's ICCID¹ to hand to connect to the Xplori application (you will need to enter the last six digits) if necessary.

4. Restart your mobile phone so that it correctly recognises the eSIM.

You can check these instructions for [Apple](#) devices, or [this video](#) which shows the steps to follow.

If you have any questions about the installation process, you can [email listen@xplori.world](mailto:listen@xplori.world).

Once the eSIM is activated, please bear in mind the following:

- To make outgoing phone calls, first enter the country code (e.g., +44xxxx)
- Incoming calls are not available. You can use messaging services (WhatsApp, FB, Skype, etc.) to receive calls.
- Your credit can be used for both data and calls. Call rates to over one hundred countries is 0.2 US\$/min.
- The system might temporarily disconnect the eSIM when you reach low balance levels or in case of very high usage in short period of time. This helps to protect you from complete exhaustion of your balance
- For EU: the eSIM can be used in all 28 European Union member countries (list [here](#)), as well as Norway, Iceland, Switzerland and Liechtenstein. Do note that the data rate in Switzerland and Liechtenstein is 20% higher than in other countries.

¹ An ICCID is a nineteen-digit number that can be found on the plastic card that your SIM card comes with. It is printed underneath the barcode. If you do not have this plastic card, you can find the number using your device. To find your ICCID on an iPhone, go to Settings > General > About and the entry titled IICID is your SIM card number. On an Android device go to Settings > About Phone or About Device > Status > ICCID

Using period (7 or 20 days) is counted from the day of eSIM activation so only activate your eSIM on arrival

Common issues:

1) No network after inserting eSIM

- Please wait, Sim sometimes take several minutes to scan all networks
- Try at different location just in case it is a coverage issue

2) Mobile network, but no/ slow data connection

- Check that 'Data' and 'Data Roaming' are both on
- Manually switch from 3G to 4G or vice versa (iOS: Settings> Mobile data> Voice& data; Android: Settings> Mobile/ cellular networks> Preferred network type)
- Add the APN 'fastaccess' (Android: Setting> Mobile Networks> Access Point Network (APN)> Click on '+' sign; iOS: Setting> Mobile data> Mobile data options> Mobile data network> APN)