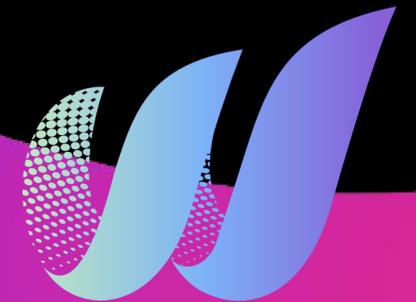
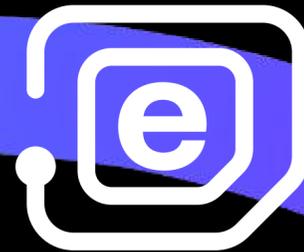


Global **eSIM**



World Mobile eSIM Guide

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- **34 How to delete your eSIM**
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Getting Started

What is an eSIM?

An eSIM, was defined by the **GSMA**, the membership body of all the Mobile operators. It is an Embedded SIM card, the same chip as in a physical SIM but fitted on the board of the device itself, and not removable. Downloading an **eSIM** involves acquiring an eSIM profile from secure servers with encrypted information to uthentenable aication of a mobile device.

An embedded SIM card.

It's the same as a normal SIM card, but not removable. A device being "eSIM compatible" means it has this embedded card. When we say downloading an eSIM, really, we mean downloading a plan to that embedded card through encrypted servers.

How long does it take to activate an eSIM?

The whole process of activating an eSIM can take up to **10 minutes**. Make sure you will have a reliable internet connection throughout the activation process.



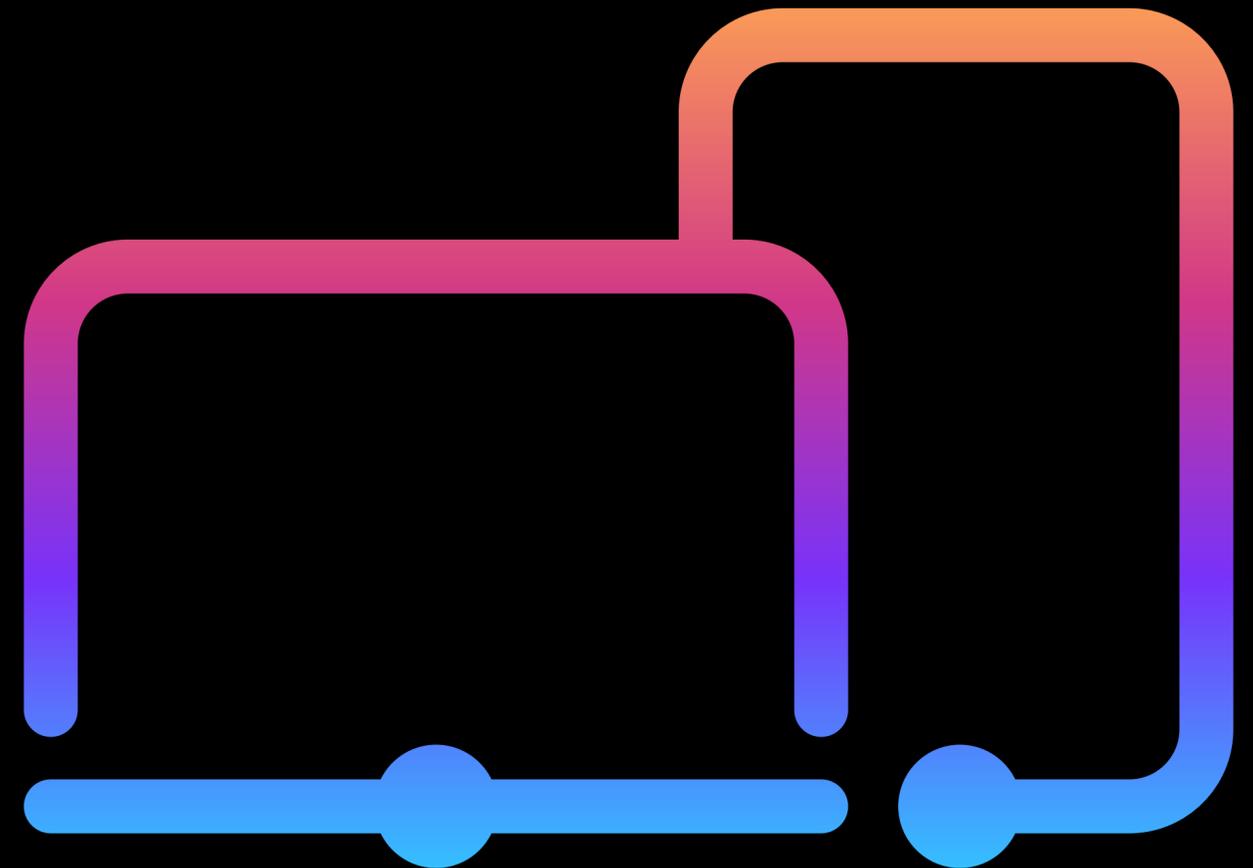
eSIM

Which devices support eSIMs?

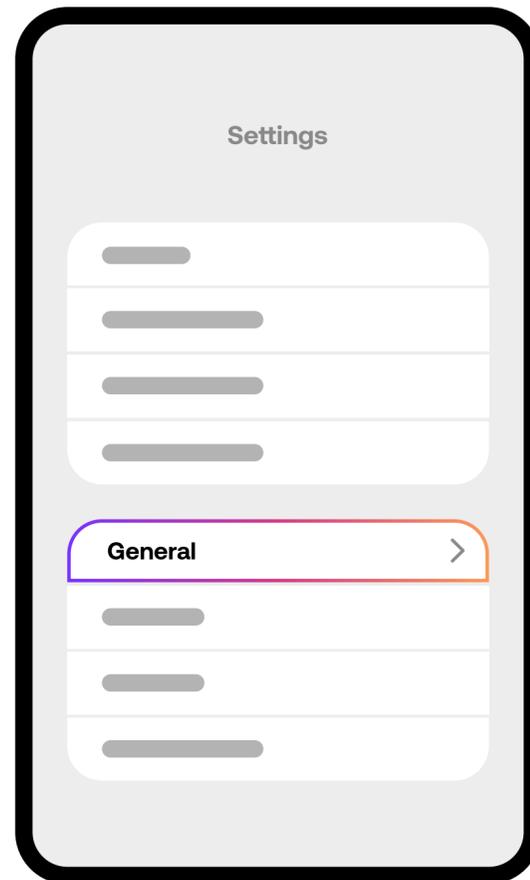
Many modern **smartphones and laptops** support eSIMs. It's essential to check your device's specifications to determine if it's eSIM compatible.

Some newer smartwatches may also support eSIMs, however we do not offer eSIMs for smartwatches at this moment.

You can check on our [FAQ's](#)

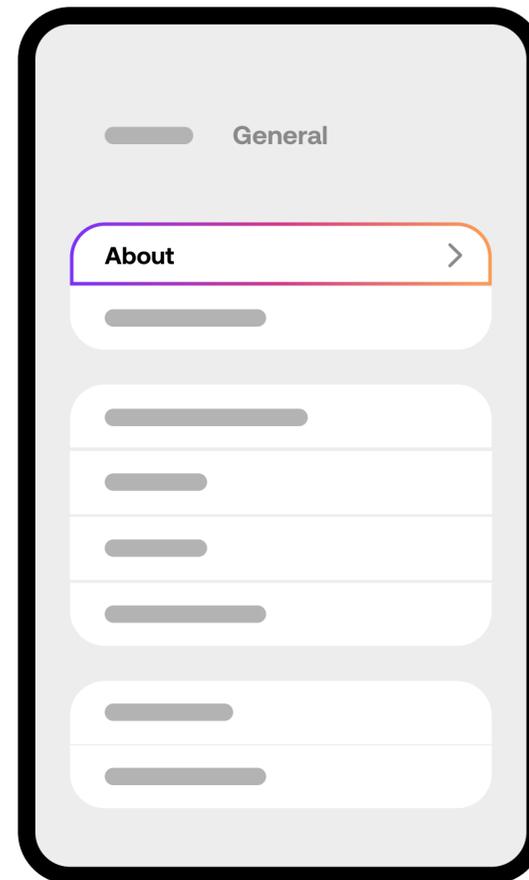


iOS devices



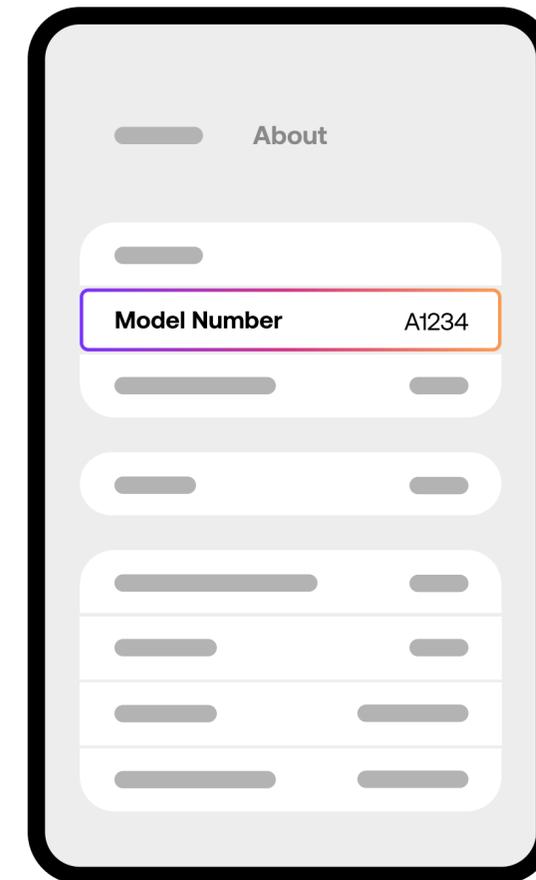
1

Open the **Settings** app,
tap the **General** option.



2

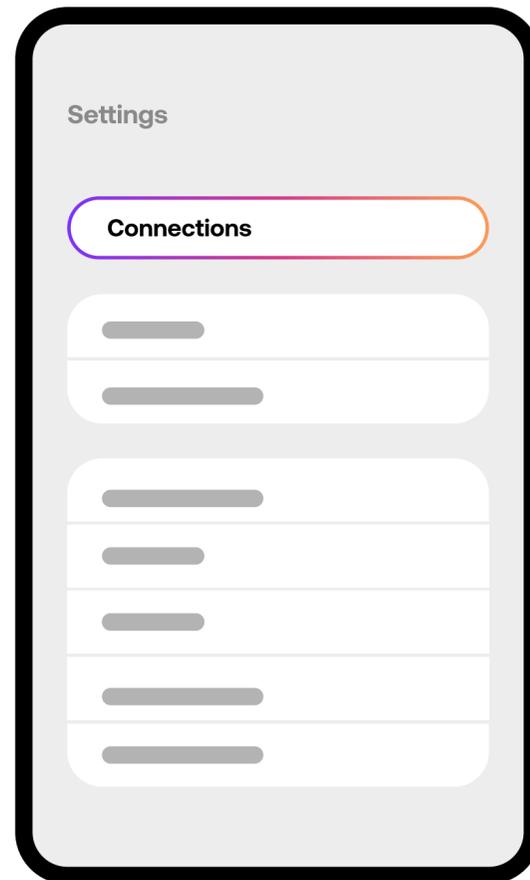
Tap **About**.



3

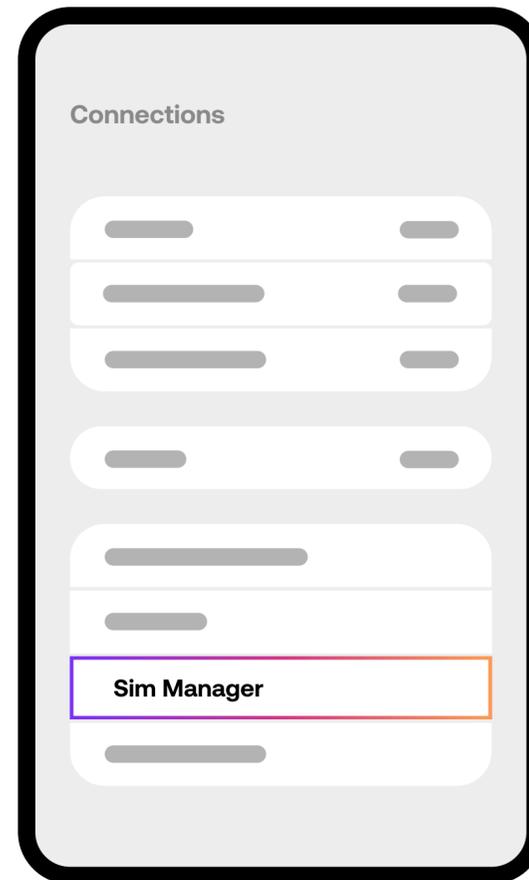
Tap the **Model Number**
until you view an **AXXX**
combination.

Samsung Galaxy Devices



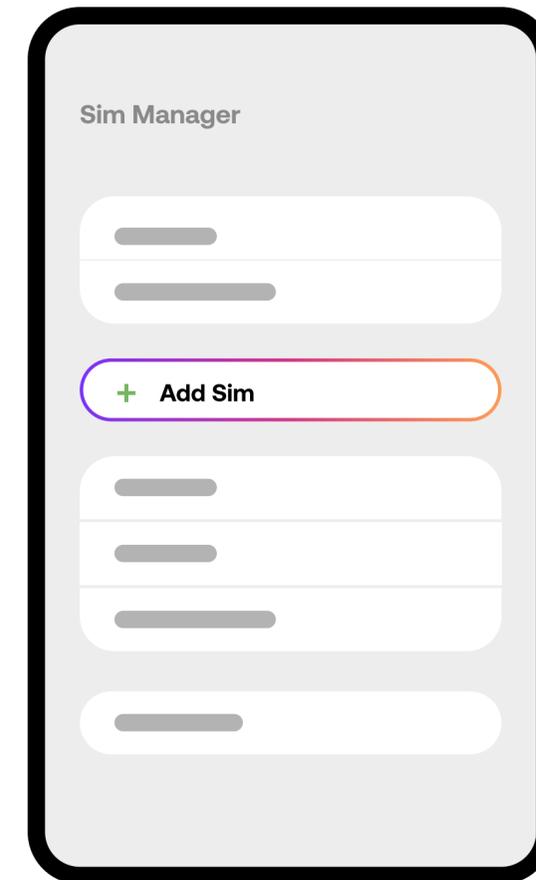
1

Open the **Settings** app,
tap the **Connections**
option.



2

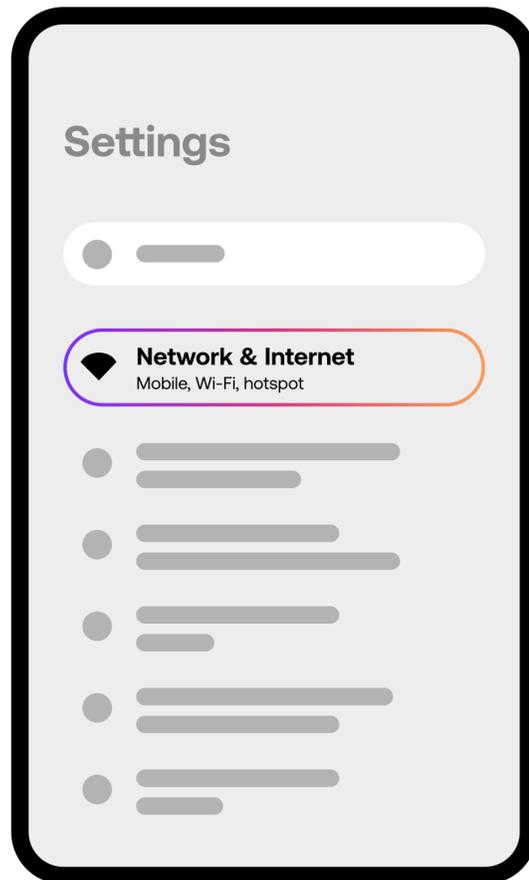
Tap **SIM Manager**.



3

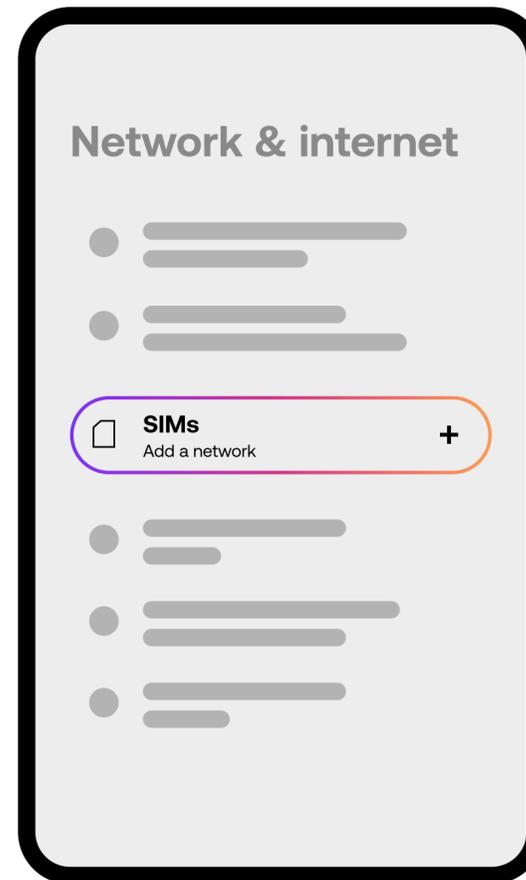
If the option **Add eSIM** is
available, your device
supports eSIMs.

Google Pixel Devices



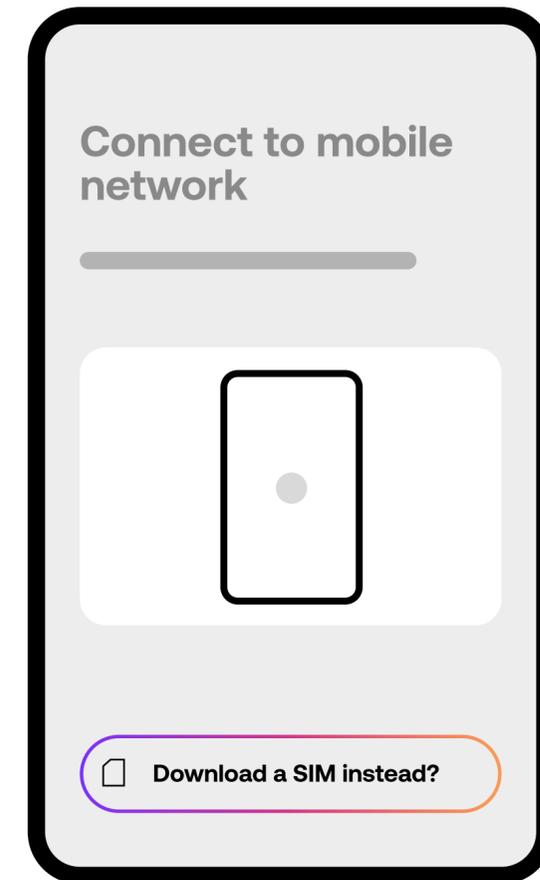
1

Open the **Settings** app,
Network & Internet
option.



2

Tap the **plus (+)** sign
next to **SIMs**.

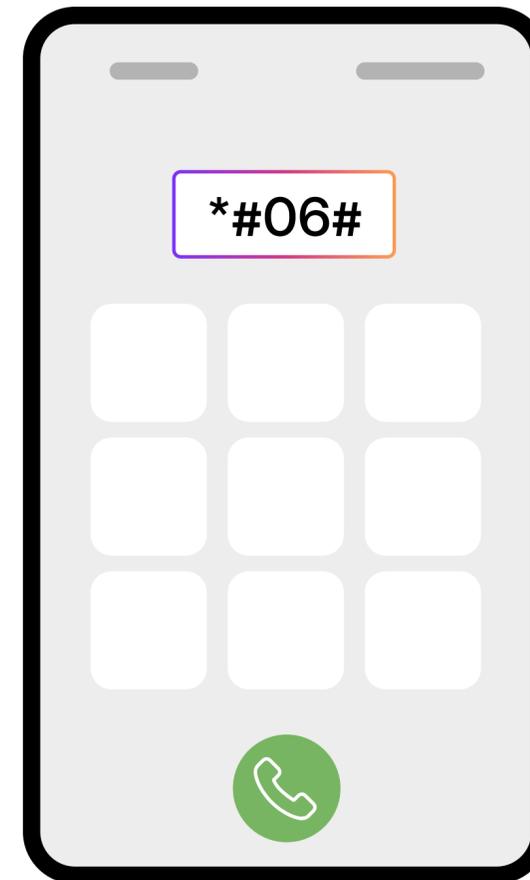


3

If you open the screen **Connect to mobile network** and see the option **Download a SIM instead**, your device supports eSIMs.

Other Android Devices

Please verify if your exact phone model offers eSIM support on specialized websites. Carriers and manufacturers can deliver devices with custom settings that impact the eSIM compability.



1

Dial ***#06#** and press **Call**.



2

If your device supports eSIM, you should be able to view your device's **eSIM unique identification number (EID)**.

How to check if your phone is unlocked

Your device must be unlocked from any specific carrier restrictions to be able to use

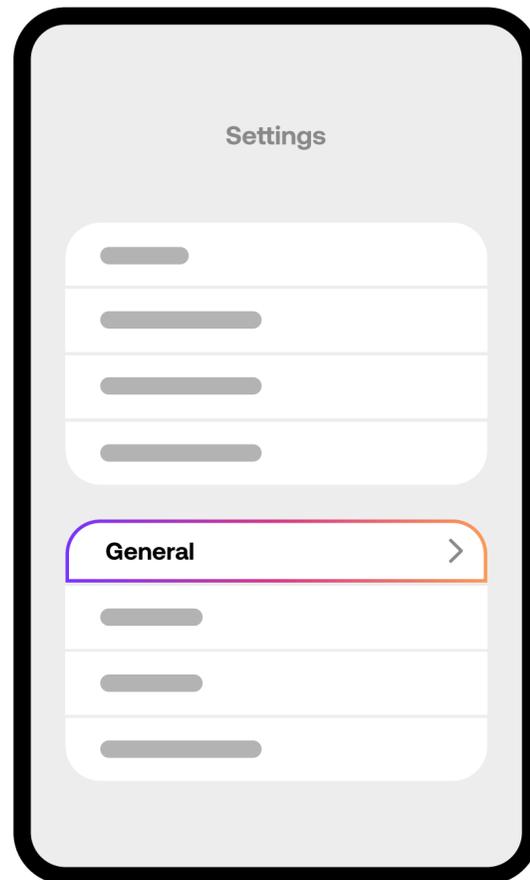
World Mobile eSIMs.

For Android devices

Android does not have an option to check SIM restrictions in the Settings app. We advise you to check your device's contract or call your carrier to verify.

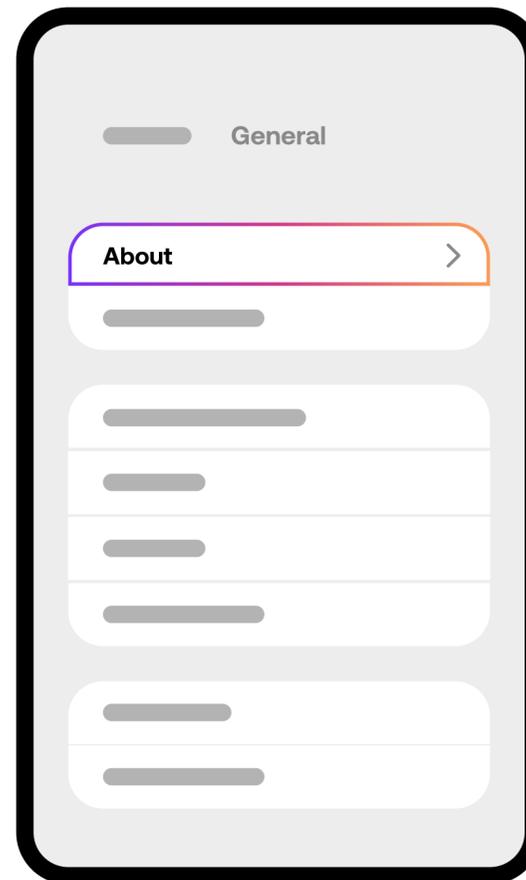


iOS devices



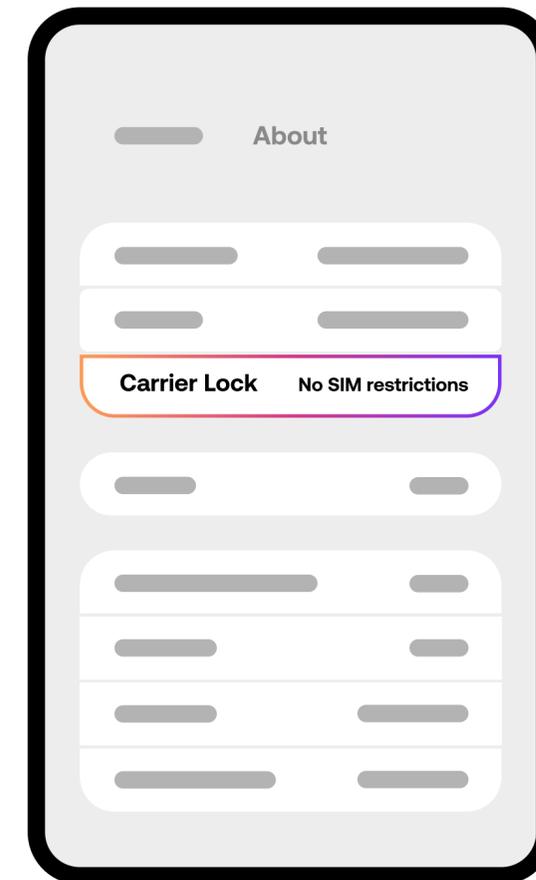
1

Open the **Settings** app, tap the **General** option.



2

Tap **About**.



3

Scroll down for the **Carrier lock** field. If you see the **No SIM restrictions** message, then your iPhone is unlocked.

Installation

What do I need before I activate my eSIM?

Each eSIM can only be activated once – its **QR code** or **activation codes** will stop working once activation has started in a device. There are two different ways to install your eSIM.

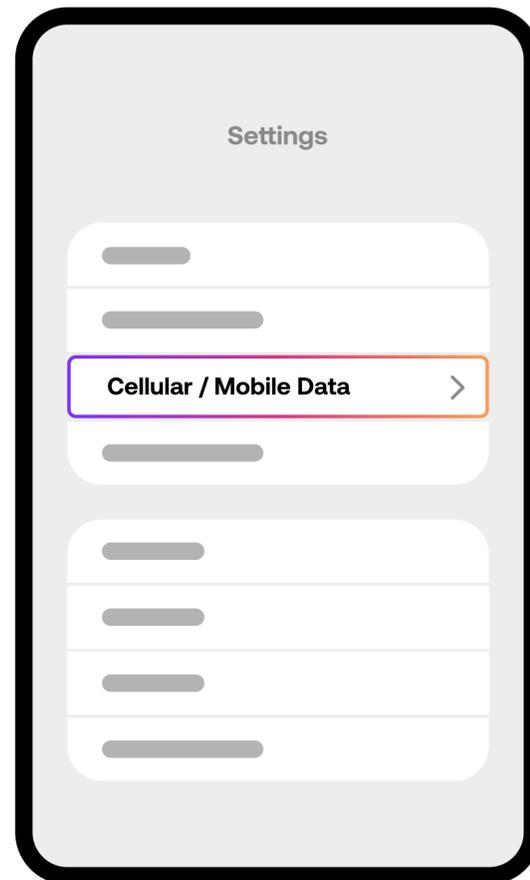
- Scanning the **eSIM's QR Code** (easiest if you have a secondary device to display the QR code on)
- Copy-pasting the **eSIM's activation** codes on your phone's eSIM setup screen (easiest if you only have one device handy)

Make sure you have a reliable internet connection throughout the following steps.

You can try scanning the QR code with your default camera app. If that doesn't work, try the following steps.

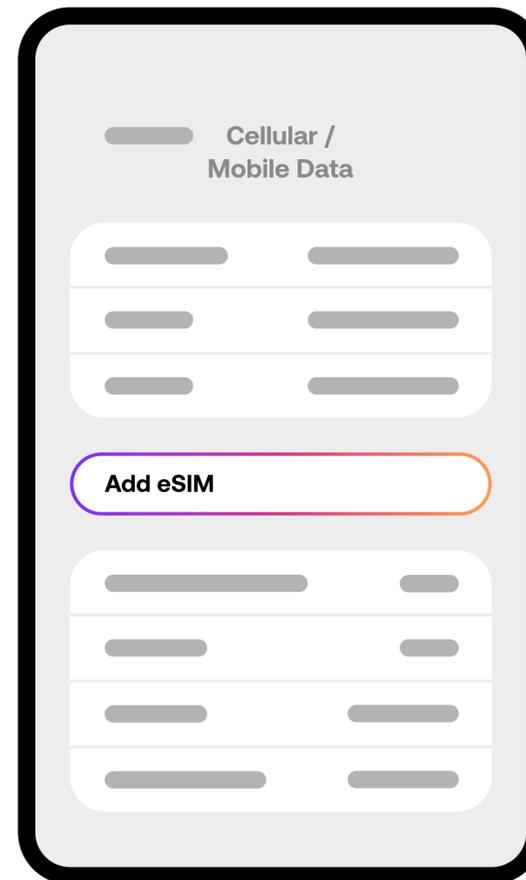


QR Code Method IOS



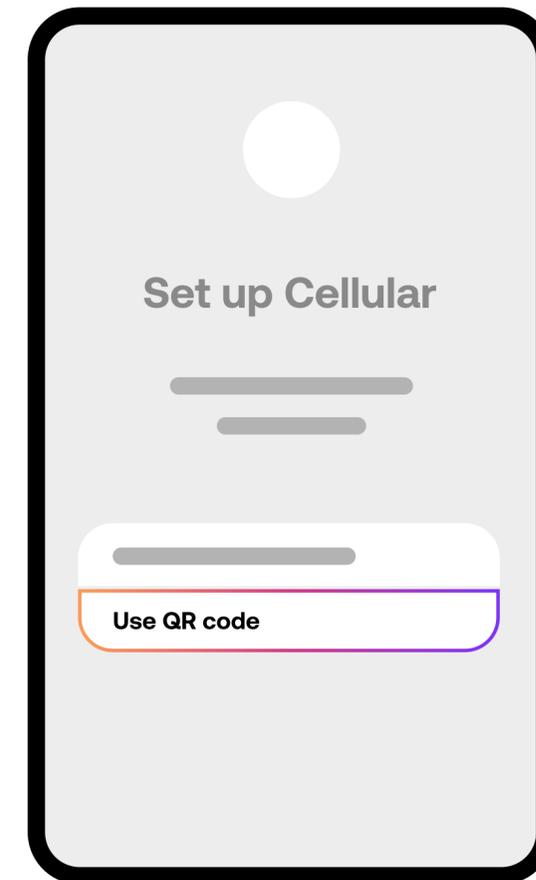
1

Open the **Settings** app,
tap **Cellular** or **Mobile
data**.



2

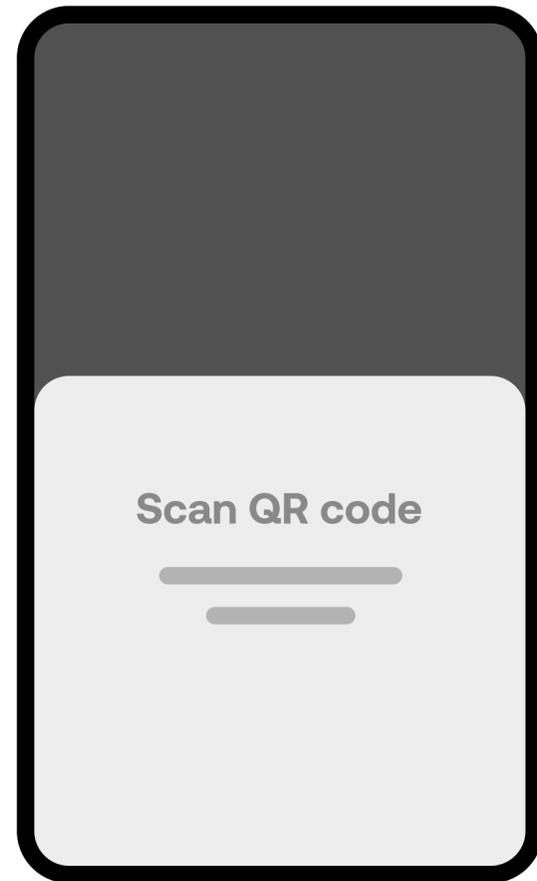
Tap **Add eSIM**
or **Add Cellular plan**



3

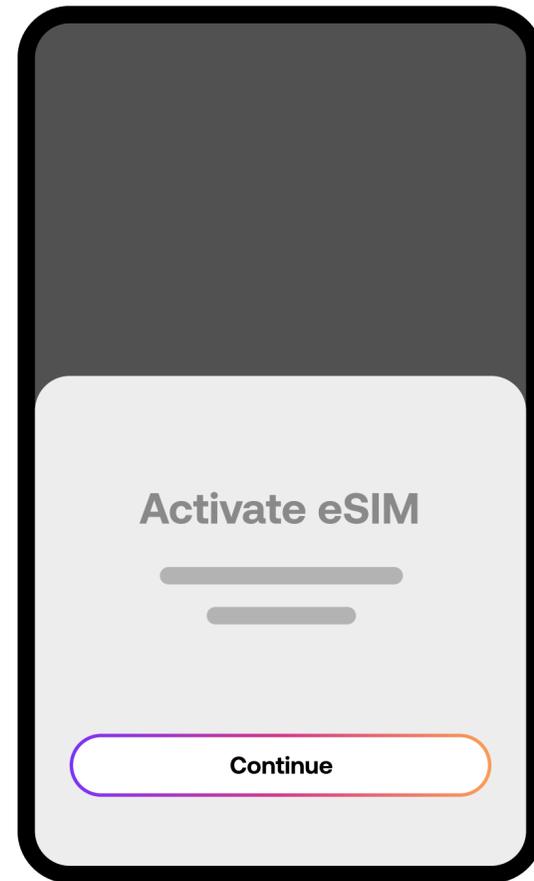
Select **Use QR Code**.

QR Code Method IOS



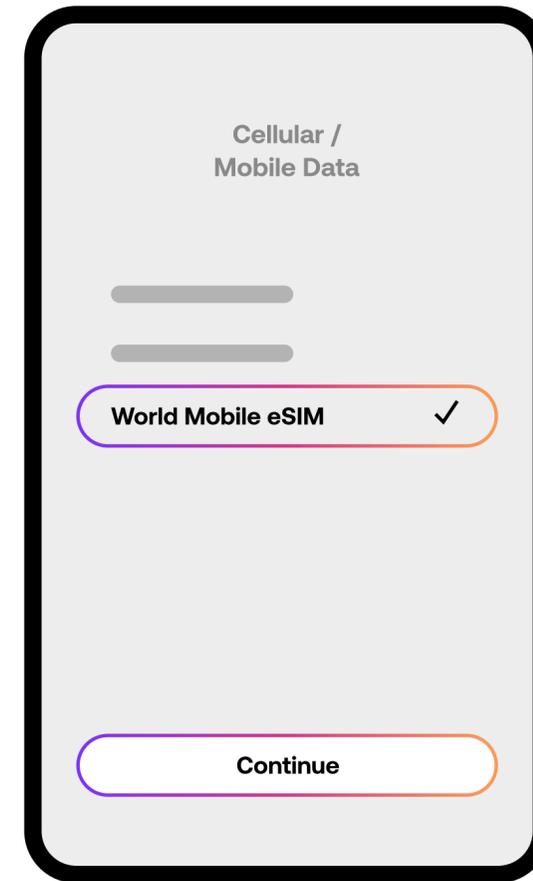
4

Scan the **QR code**.



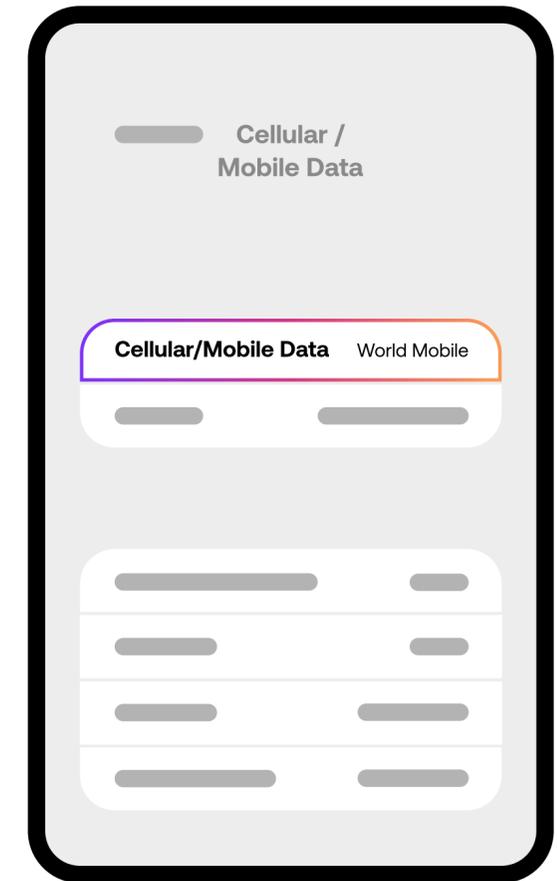
5

Tap **Continue** and wait.



6

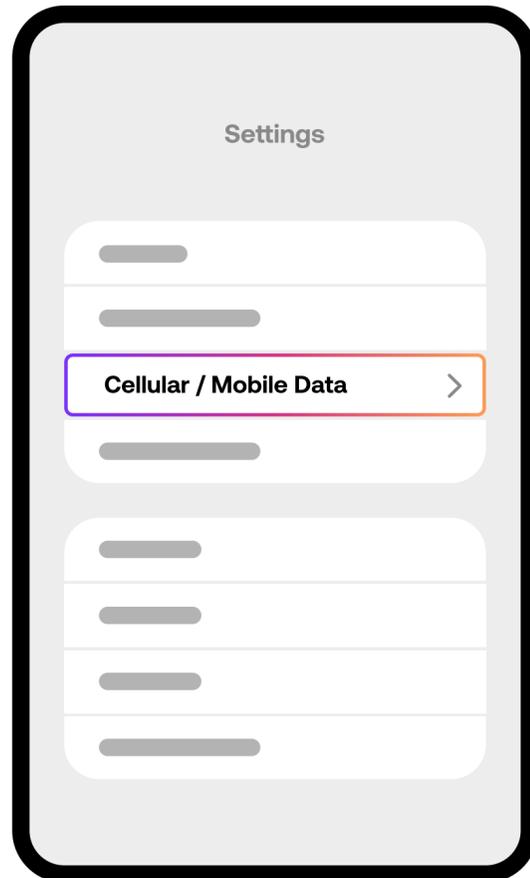
Label your eSIM and select as your line for **Cellular Data**.



7

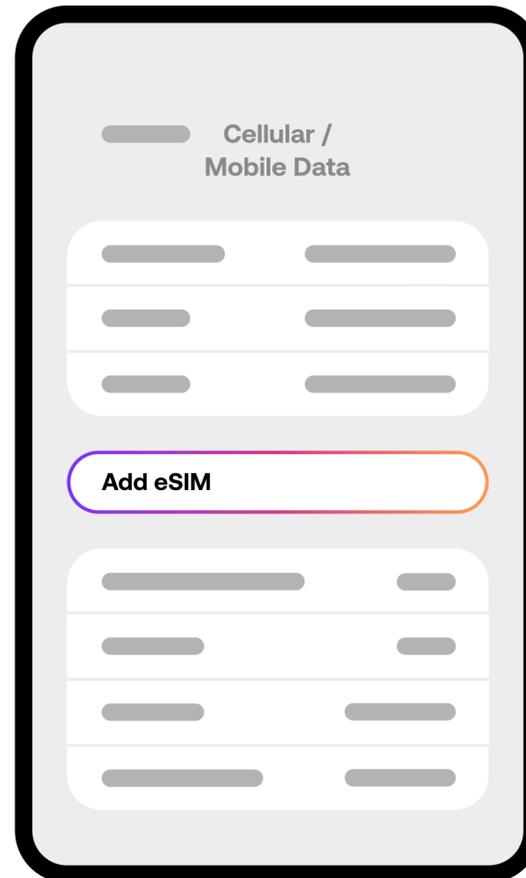
You should now see your eSIM under **Mobile data** or **Cellular data**.

Copy-paste Method IOS



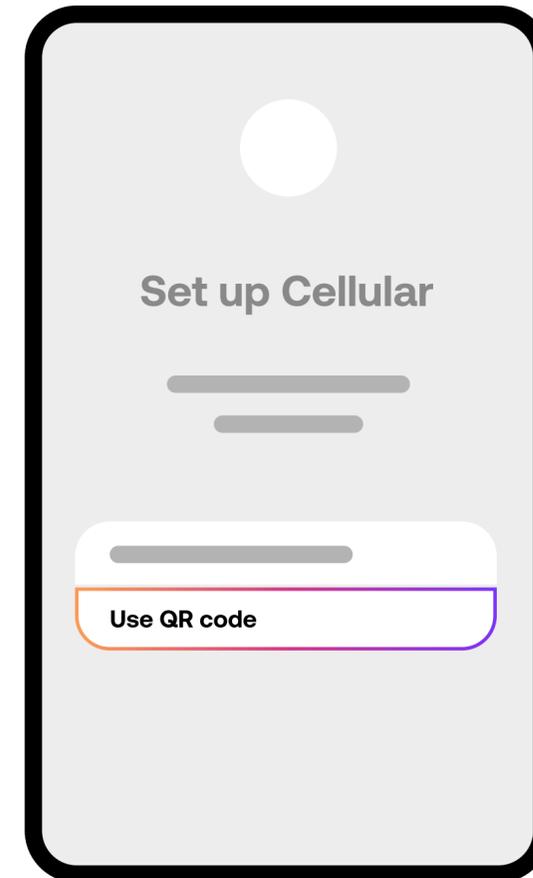
1

Open the **Settings** app, tap **Cellular** or **Mobile data**.



2

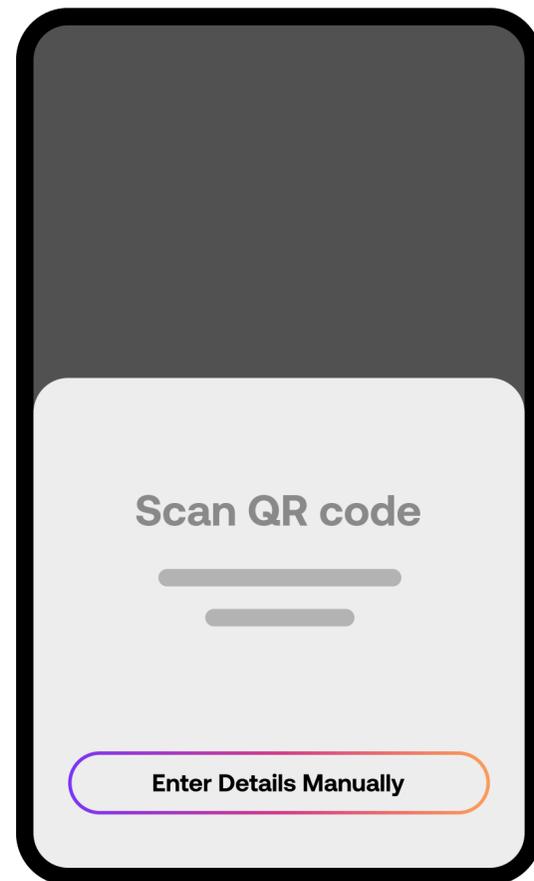
Tap **Add eSIM** or **Add Cellular plan**



3

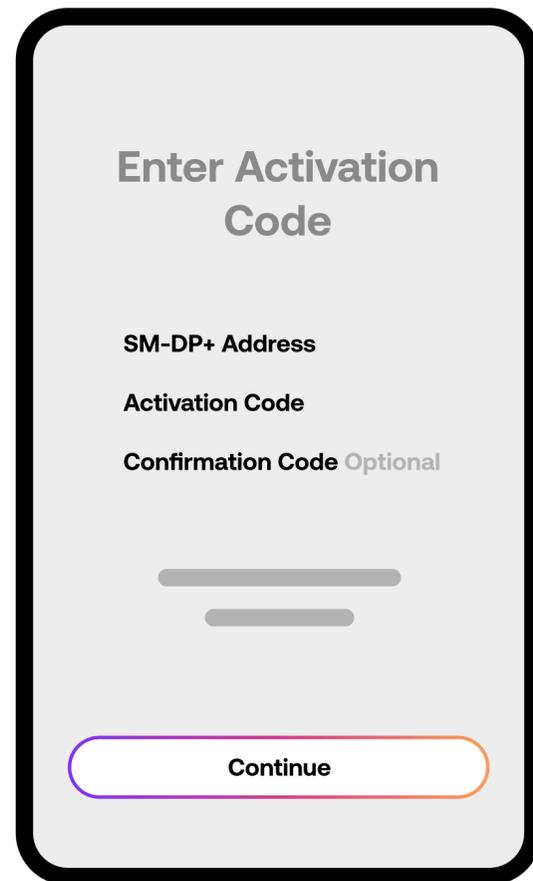
Select **Use QR Code**.

Copy-paste Method IOS



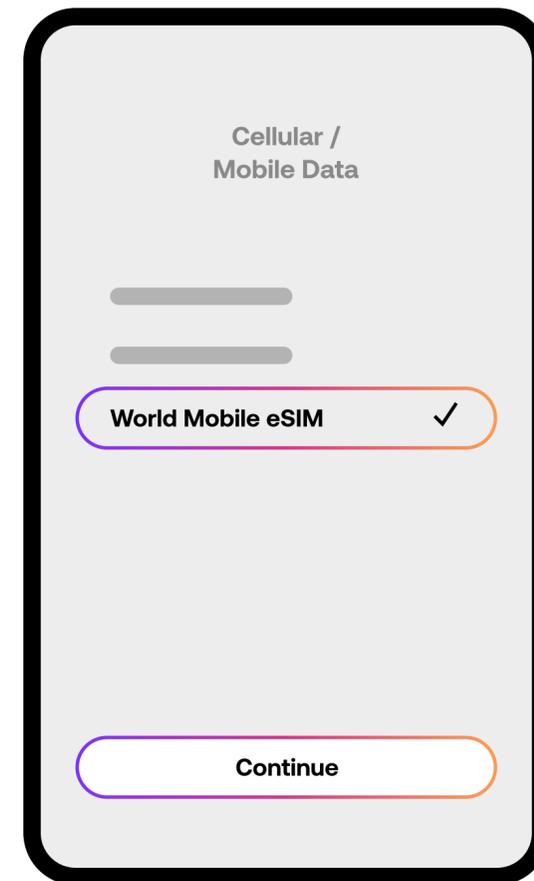
4

Instead of scanning the QR Code, click on **Enter details Manually**.



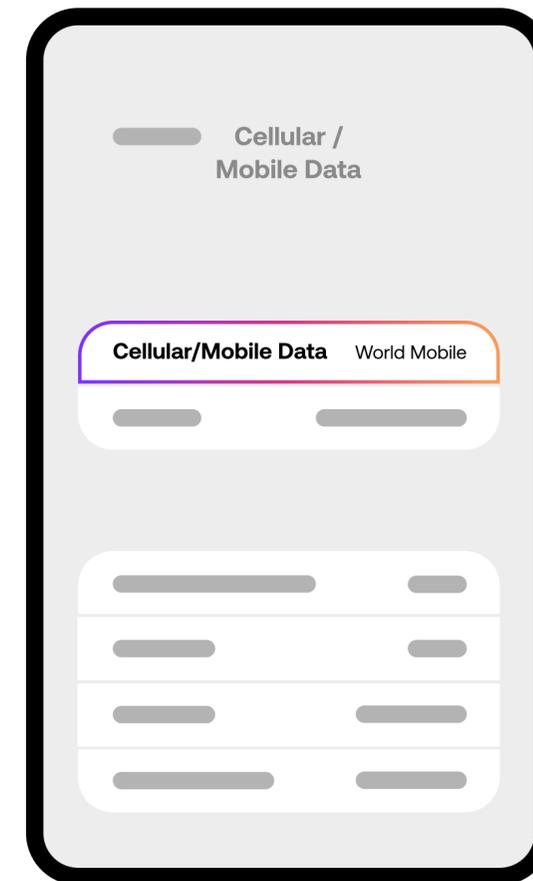
5

Copy the codes we sent you and **paste** them on this screen.



6

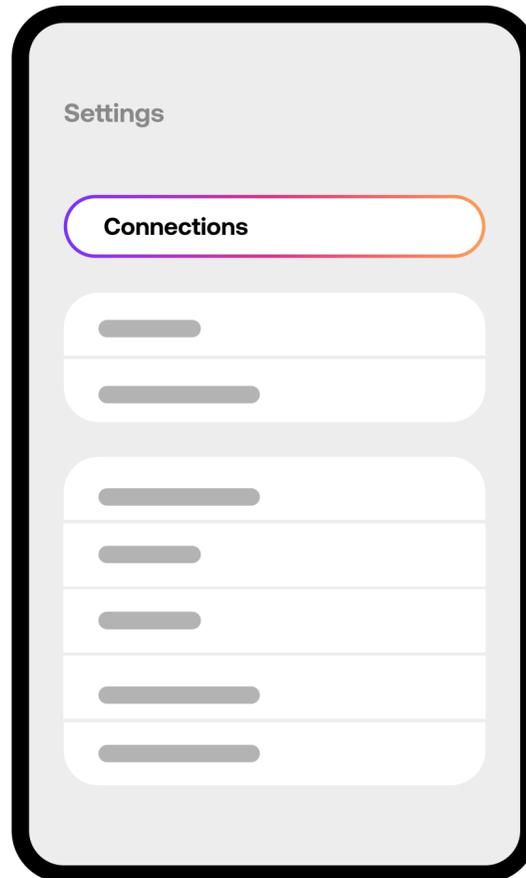
Label your eSIM and select as your line for **Cellular Data**.



7

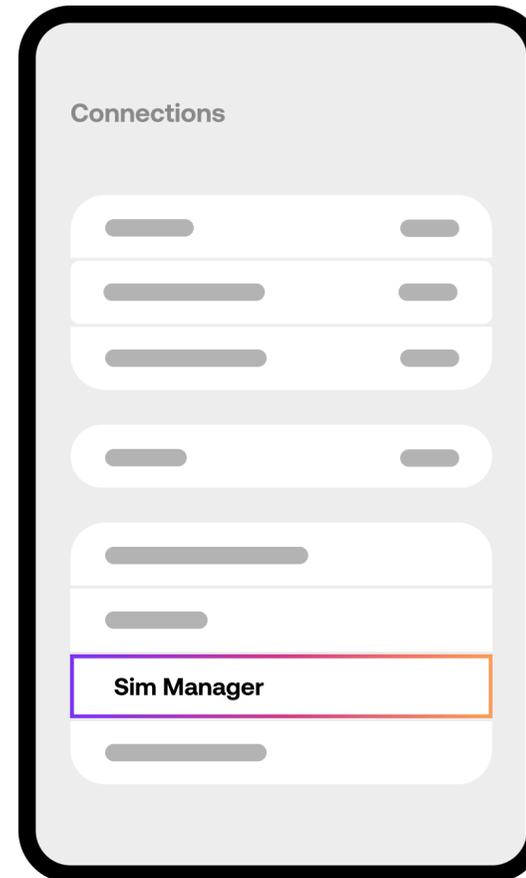
You should now see your eSIM under **Mobile data** or **Cellular data**.

QR Code Method Android



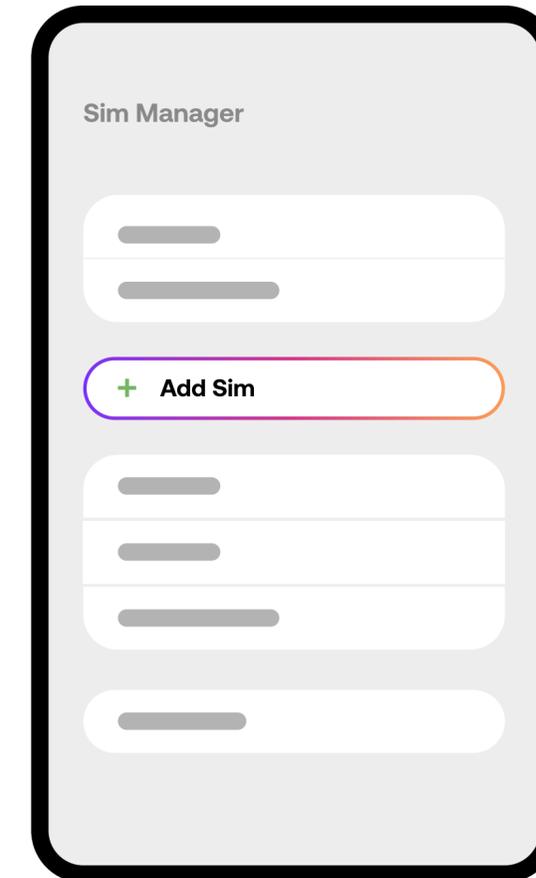
1

Open the **Settings** app, tap **Connections** or **Network & Internet**.



2

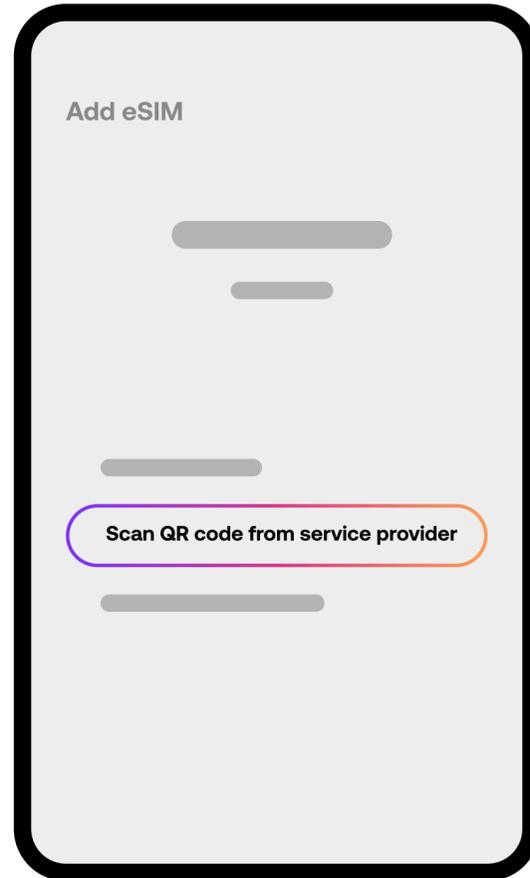
Tap **SIMs**, **SIM Manager** or other variation depending on brand and model.



3

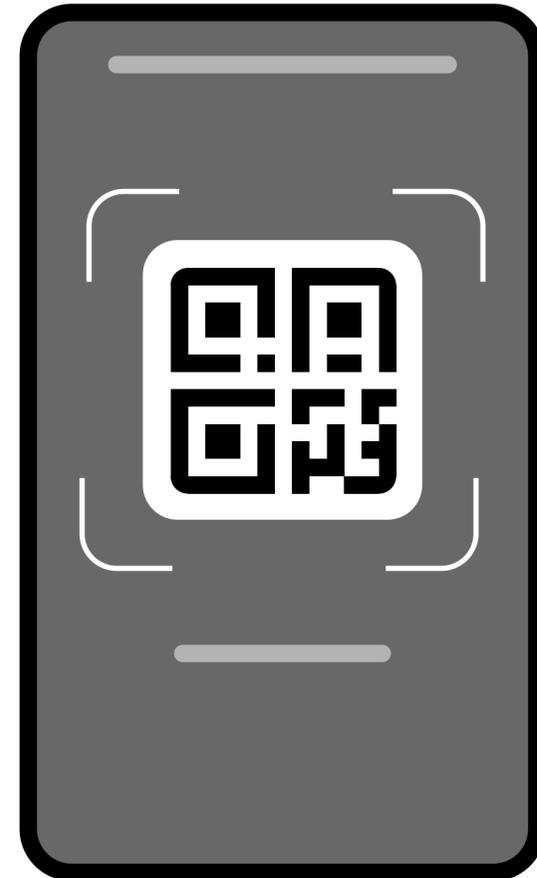
Select **Add eSIM** or **Download a SIM** **Instead** option at the bottom.

QR Code Method Android



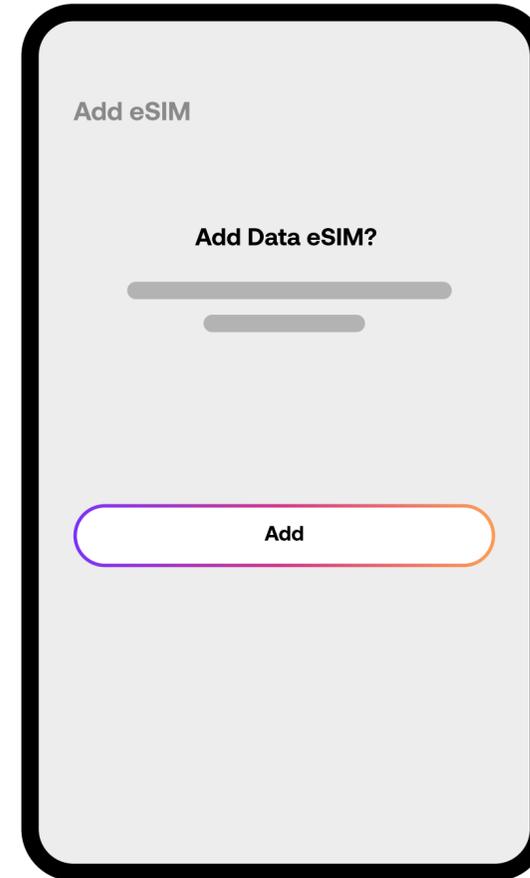
4

Tap **Scan QR Code** from service provider or just click **Next**.



5

Scan the **QR Code**.

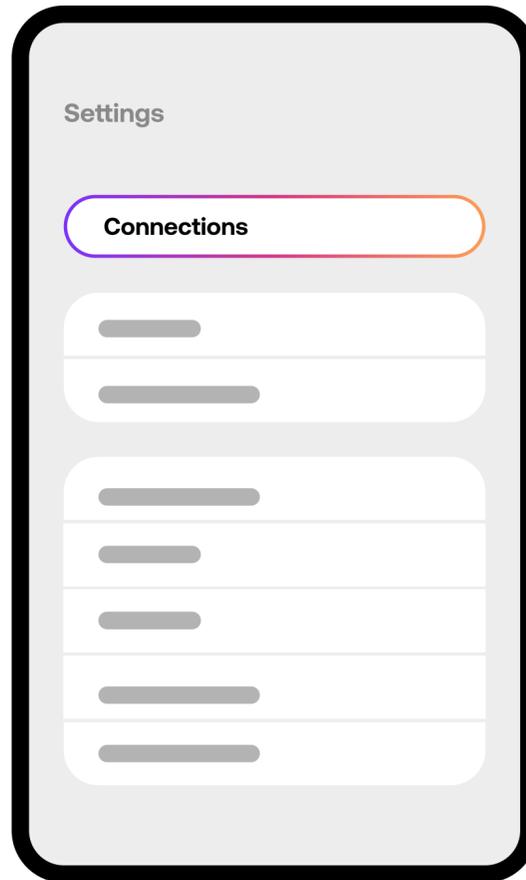


6

If prompted, tap **Add**. And then tap **Done**.

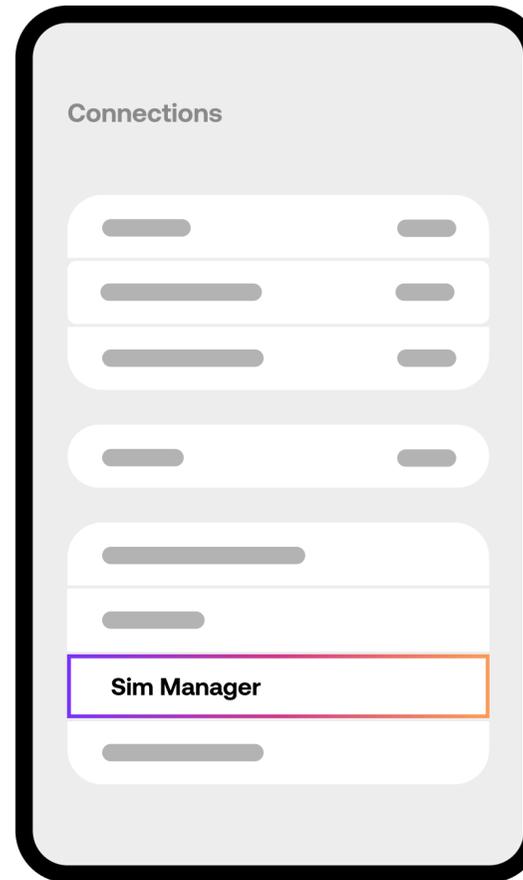


Copy-paste Method Android



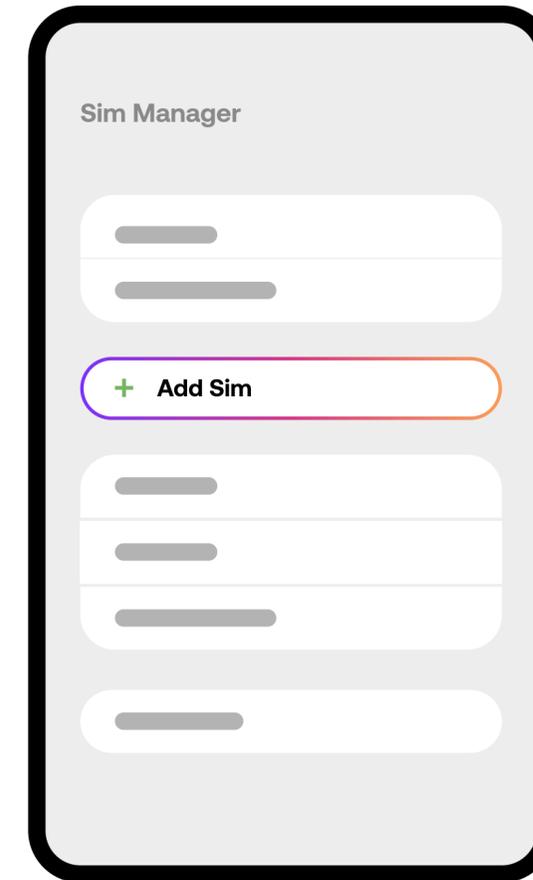
1

Open the **Settings** app, tap **Connections** or **Network & Internet**.



2

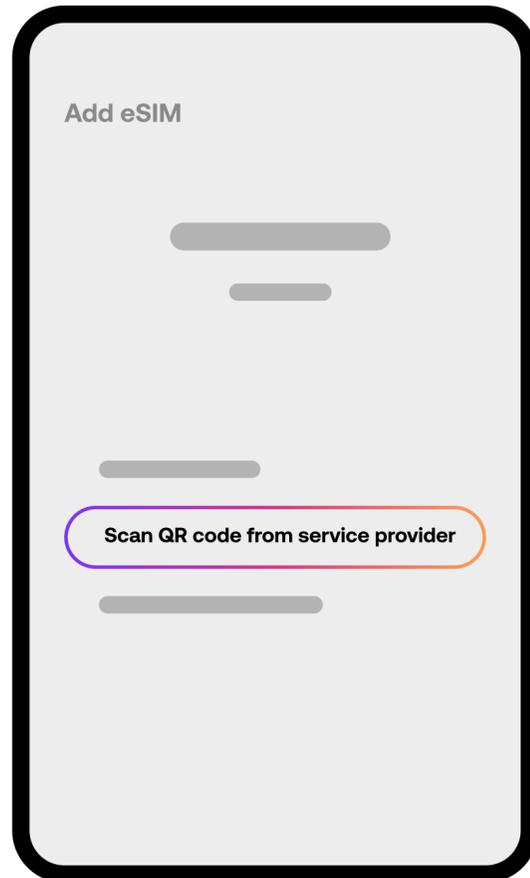
Tap **SIMs**, **SIM Manager** or other variation depending on brand and model.



3

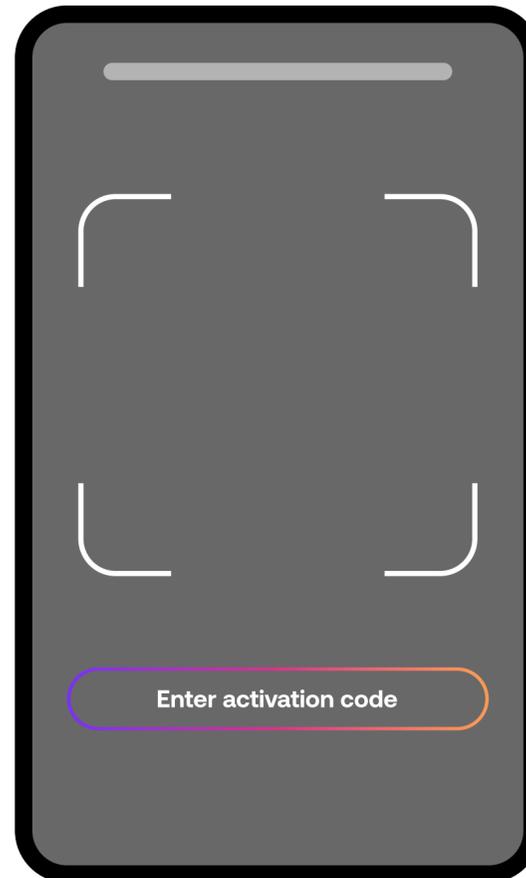
Select **Add eSIM** or **Download a SIM** **Instead** option at the bottom.

Copy-paste Method Android



4

Tap **Scan QR Code** from service provider or just click **Next**.



5

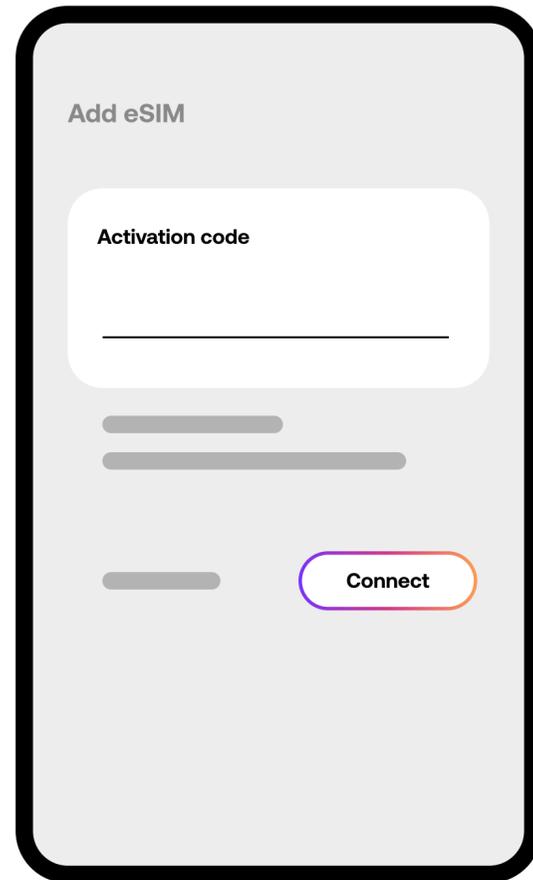
Tap **Enter activation code**.



6

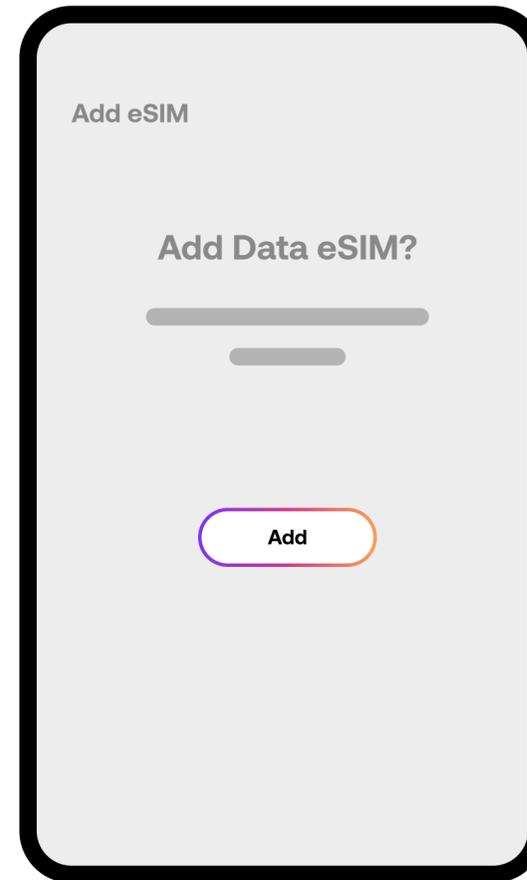
Google Pixel only: Select **Need Help?** and then tap **Enter it manually**.

Copy-paste Method Android



7

Enter the codes we sent you. Tap **Connect**.



8

If prompted, tap **Add**.
And then tap **Done**.



Activation

Activation

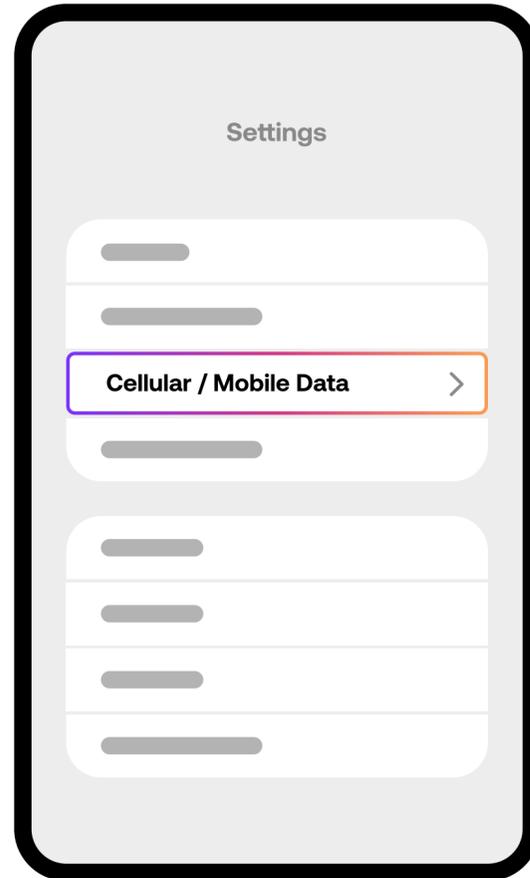
Be sure to **activate your eSIM** only when you arrive at your destination, since your **data plan starts as soon as you activate it on your phone**.

How can I check if my eSIM is active?

The icon in the status bar at the top of the screen show the signal strength of your carrier.

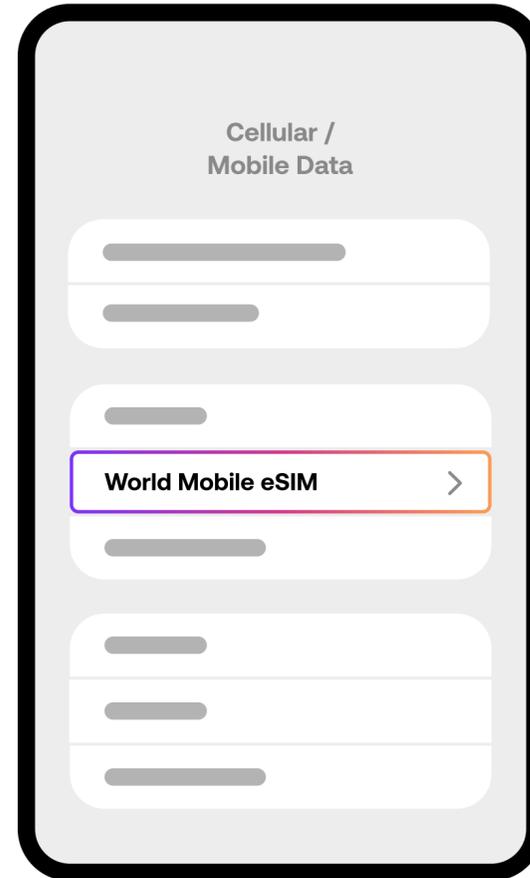


IOS



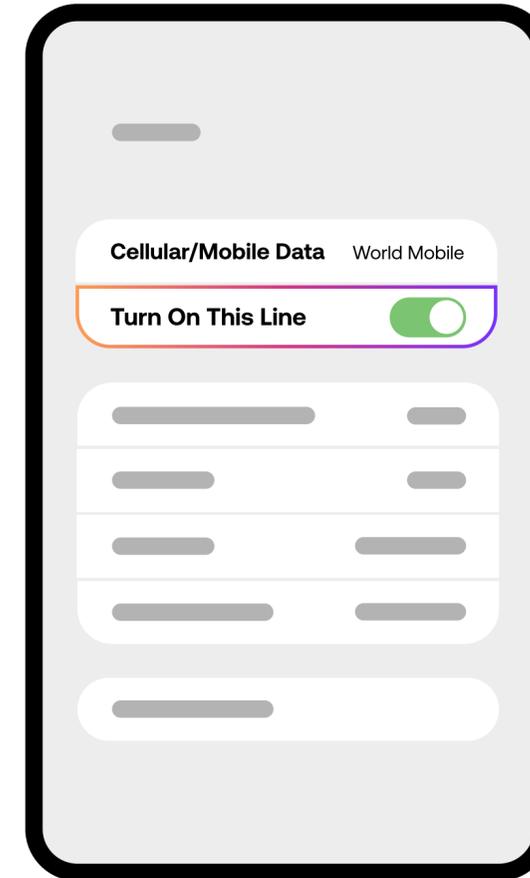
1

Open the **Settings** app, tap **Cellular** or **Mobile data**.



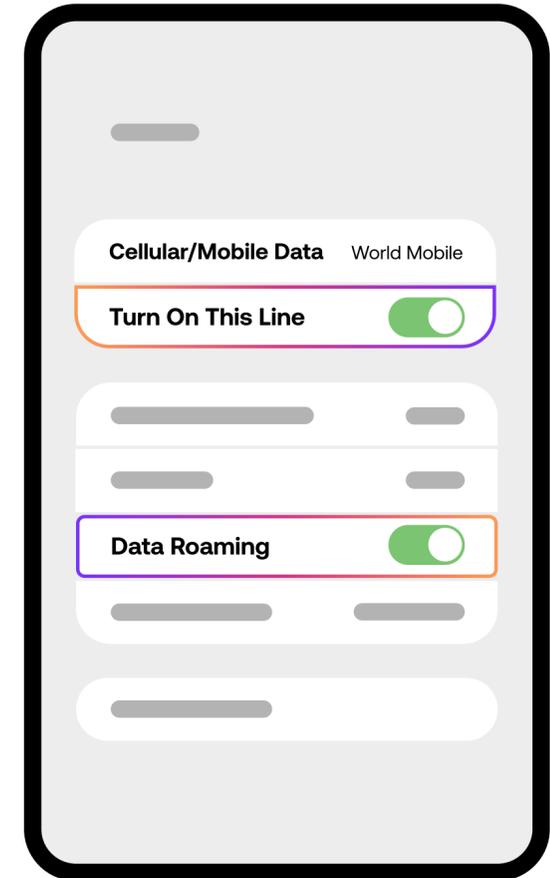
2

Select your newly installed **World Mobile eSIM** plan.

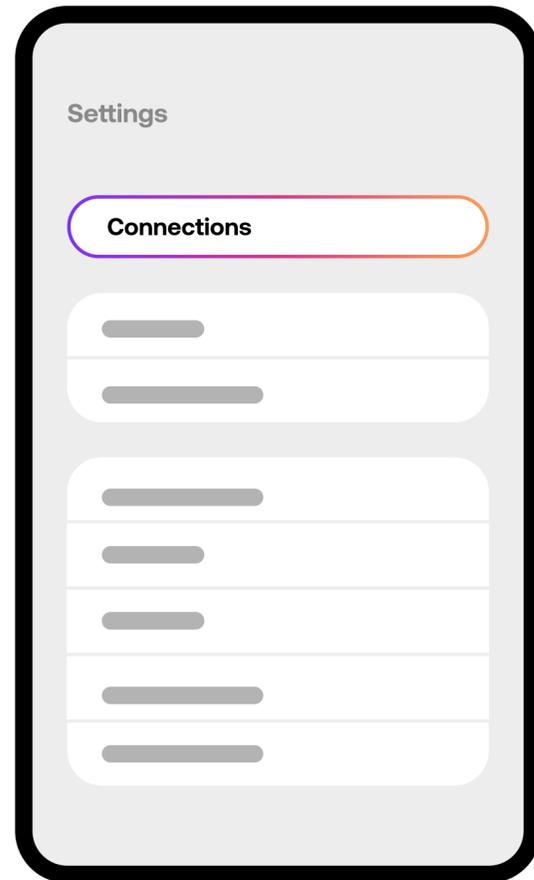


3

Toggle **Turn on this line** for your eSIM, and then turn on **Data Roaming**. The activation is done!

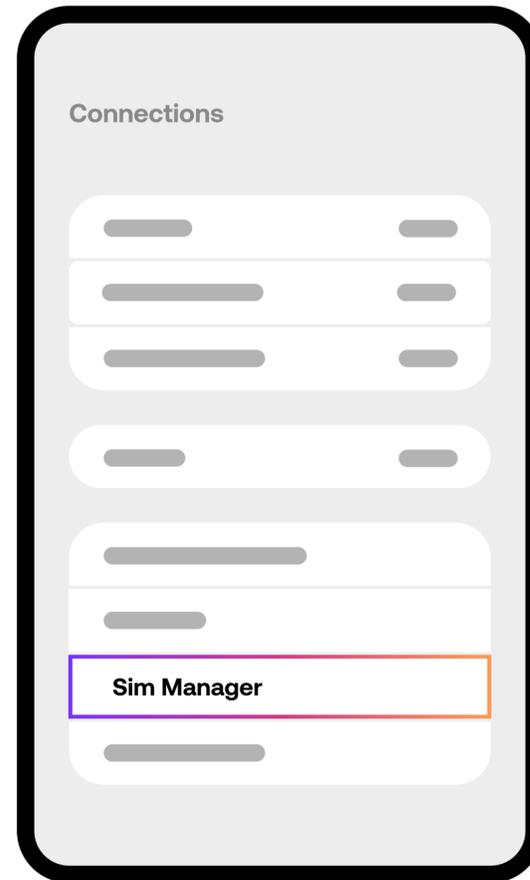


Android Devices



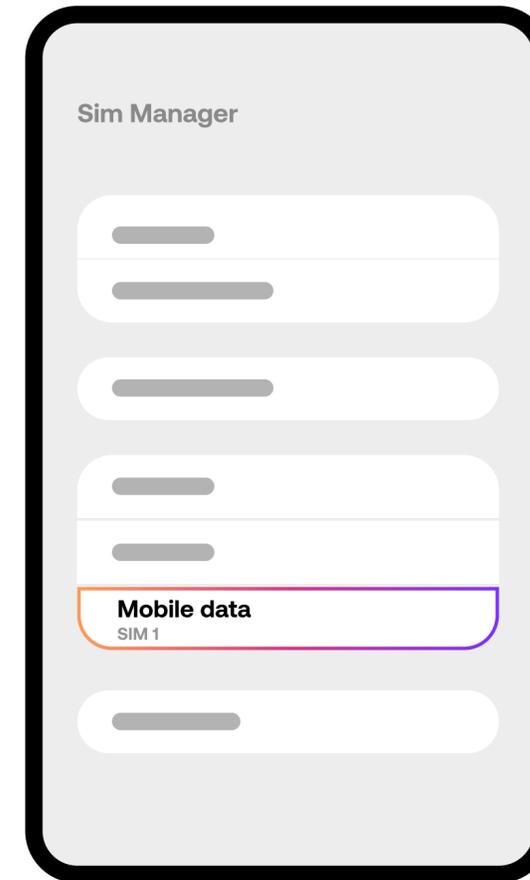
1

Open the **Settings** app, tap **Connections** or **Network & Internet**.



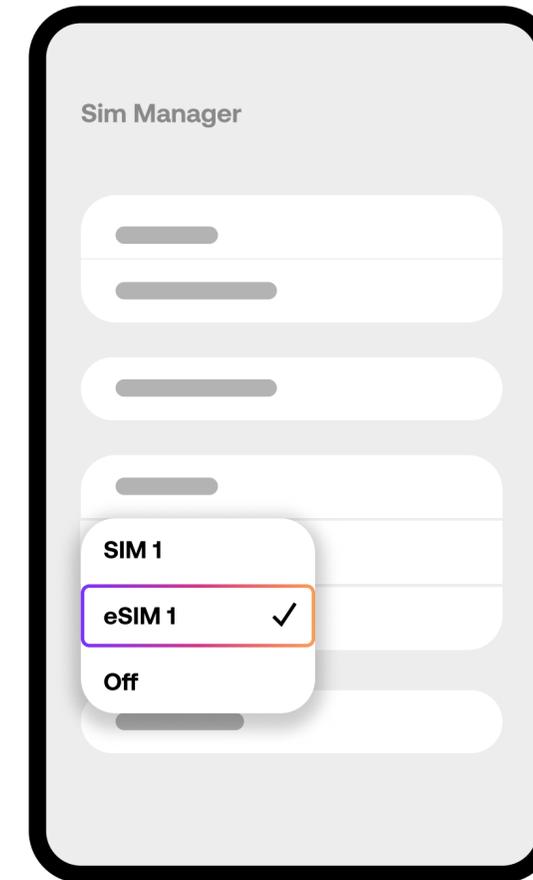
2

Tap **SIMs, SIM Manager** or other variation depending on brand and model.

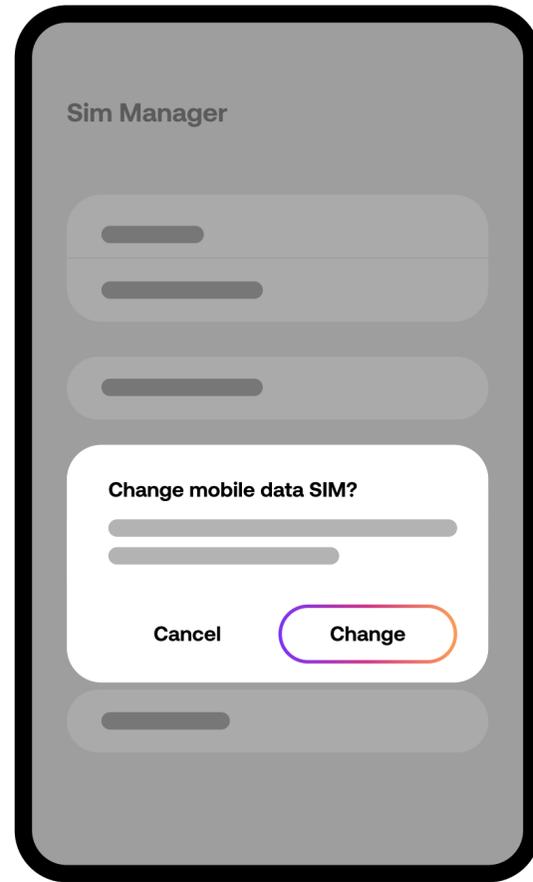


3

Under **Preferred SIMs** or similar, tap **Mobile Data** and select your newly installed **World Mobile eSIM** plan.

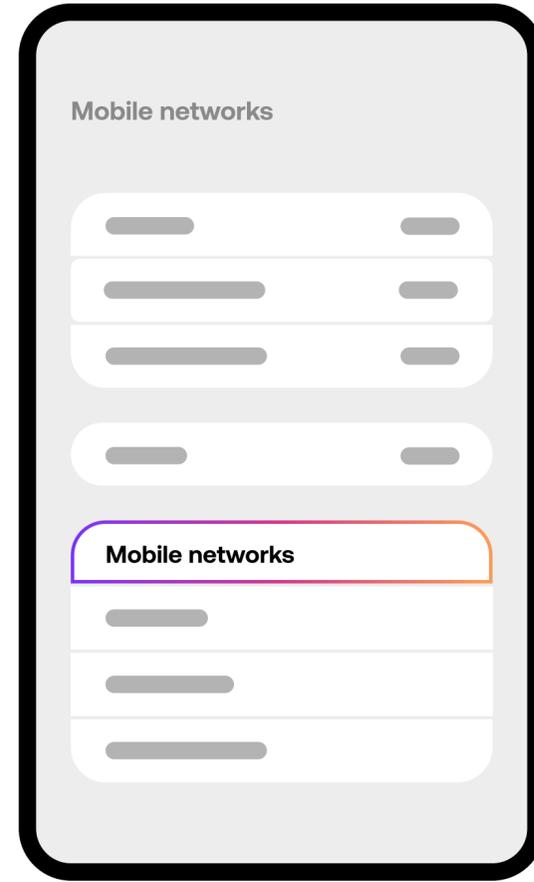


Android Devices



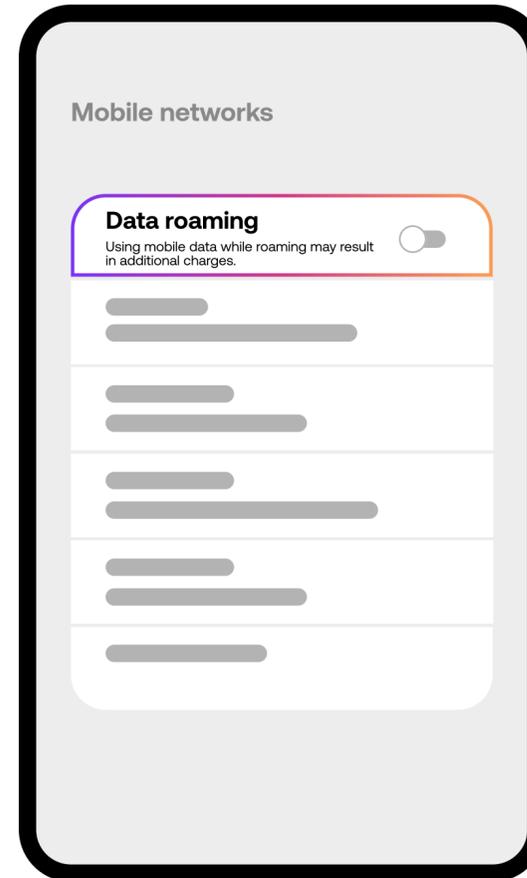
4

Tap **Change** to confirm.



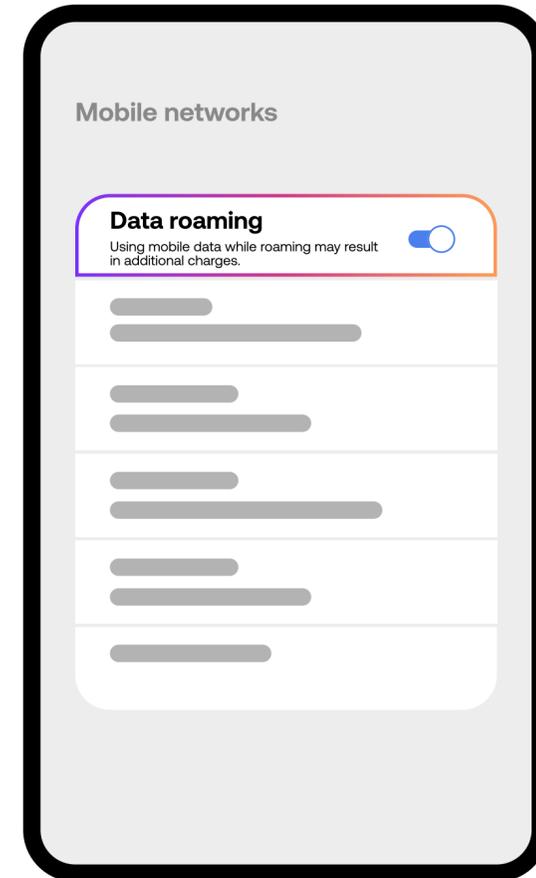
5

Go back to **Connections** or **Network & Internet** then go to **Mobile Networks**.



6

Turn on **Data Roaming** to activate your eSIM. The activation is done!

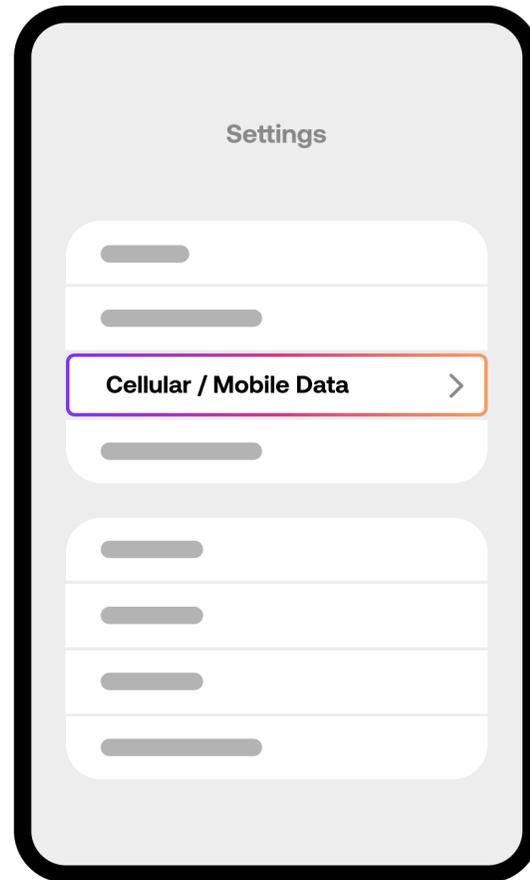


Manual Network Selection

If you are struggling with a **poor quality connection** on a particular network, we recommend you manually search and select a different network.

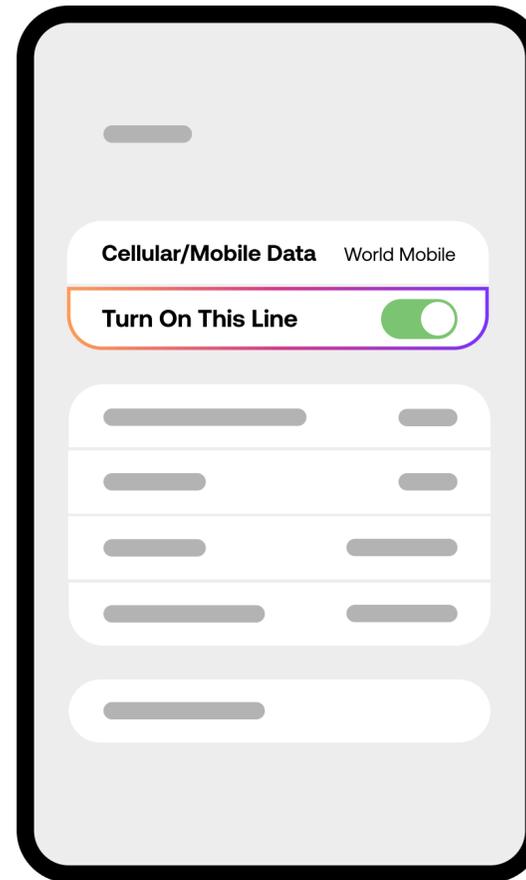


IOS



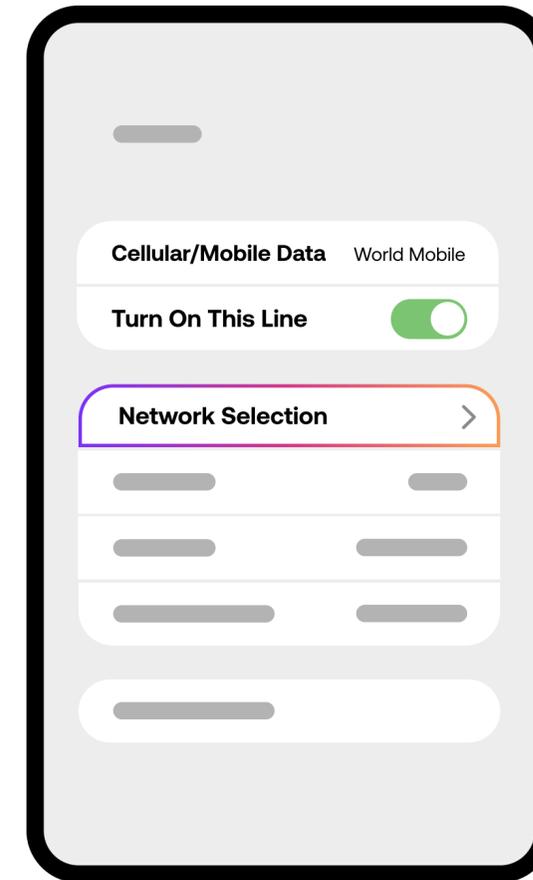
1

Open the **Settings** app, tap **Cellular** or **Mobile data**.



2

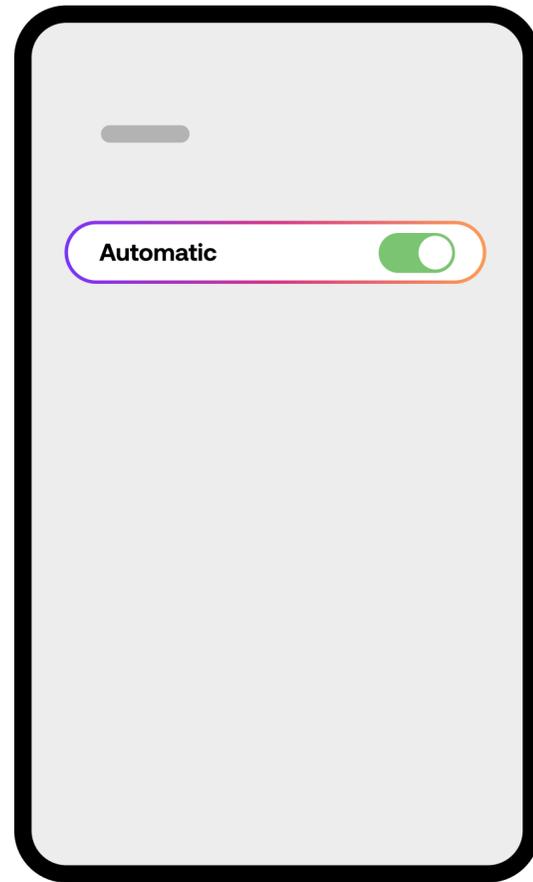
Select the eSIM you want to configure. Ensure **Turn on this line** is on.



3

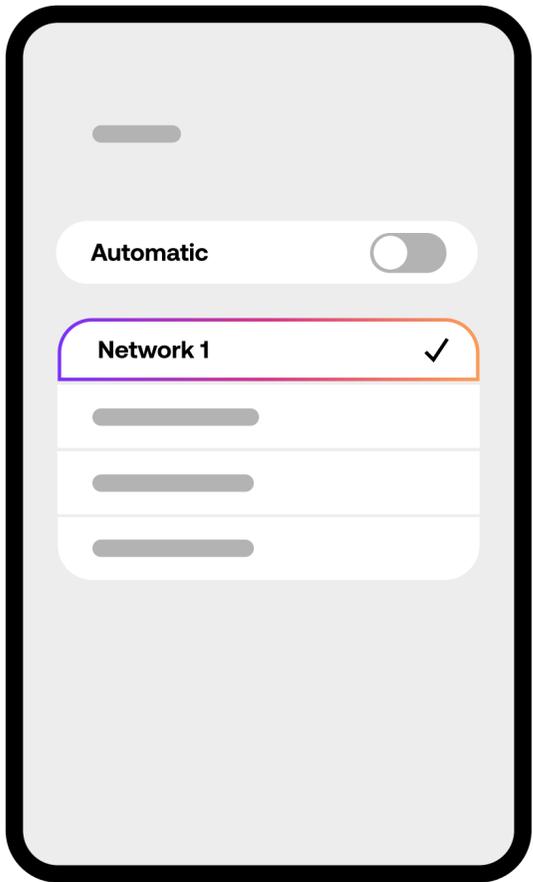
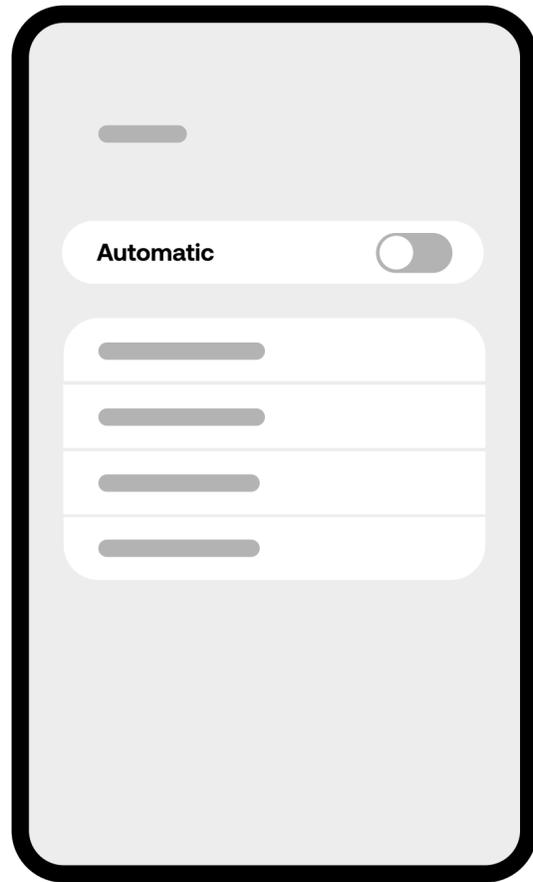
Tap **Network Selection**.

IOS



4

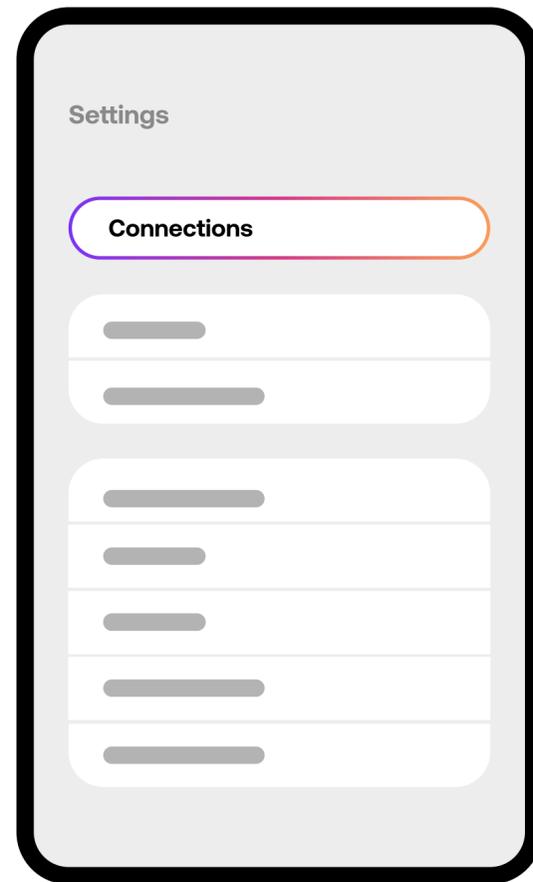
Disable the **Automatic** option.



5

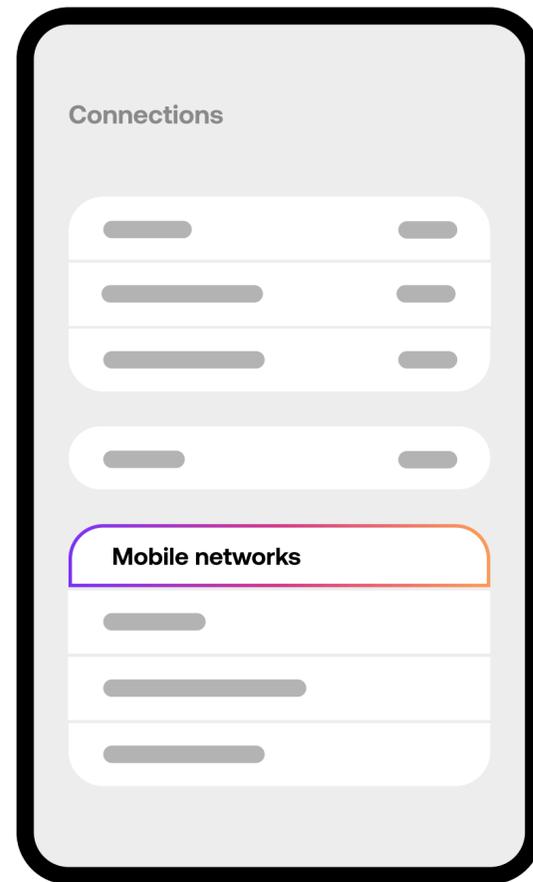
If prompted, tap **Add**.
And then tap **Done**.

Android Devices



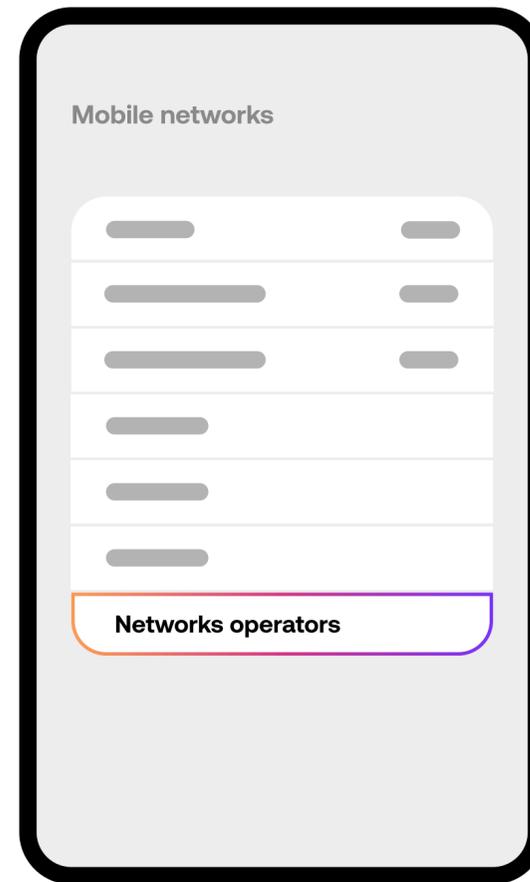
1

Open the **Settings** app,
tap **Connections** or
Network & Internet.



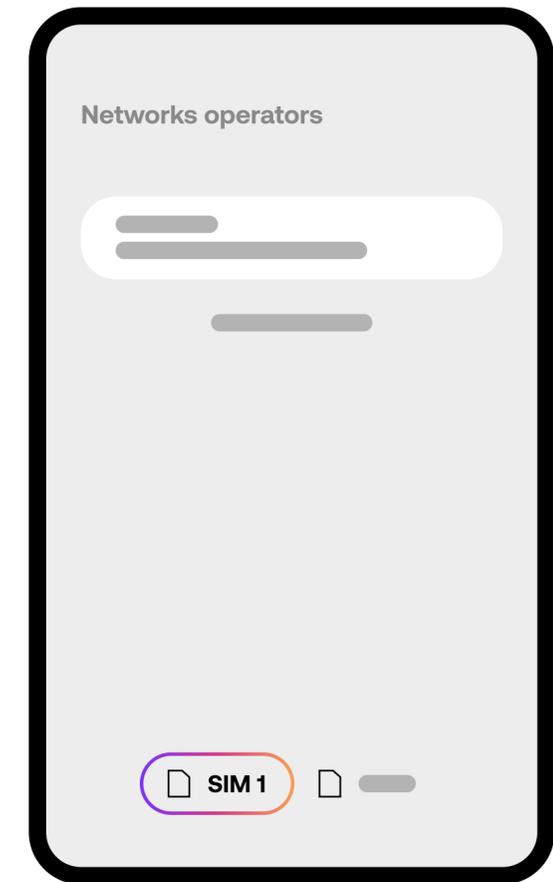
2

Tap **Mobile Networks**.

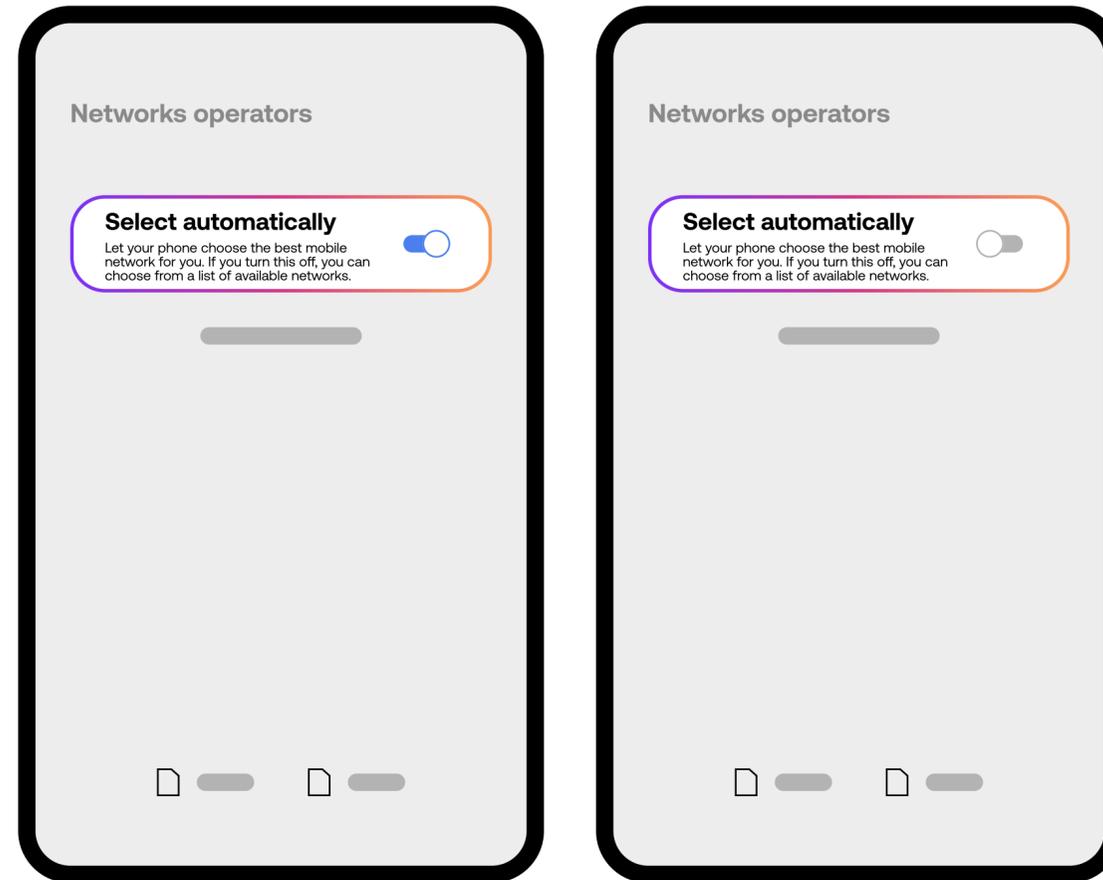


3

Tap **Networks Operators**.
Then **select a SIM** at the
bottom of the page.



Android Devices



4

Disable the **Select Automatically** option. You are now connected to the selected network!

How to remove your eSIM

Only **remove** your eSIM if:

- You **do not intend** to use it again
- There is **no data left on the eSIM** or there is **no active data/plan** packaged
- You buy a **new eSIM** for the same region.

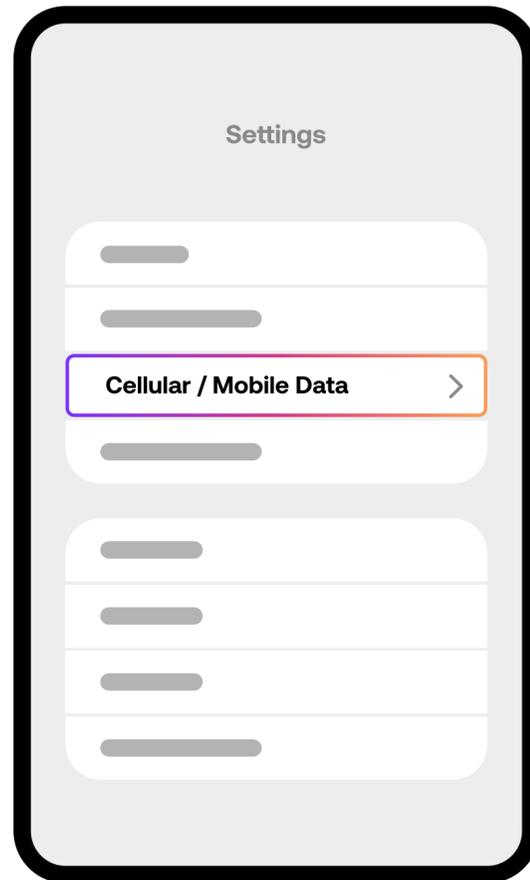
If you are sure and would like to remove an eSIM that is no longer required, please follow the next steps.

Disable your eSIM

Remember you can also temporarily disable an eSIM if you intend to use it again.

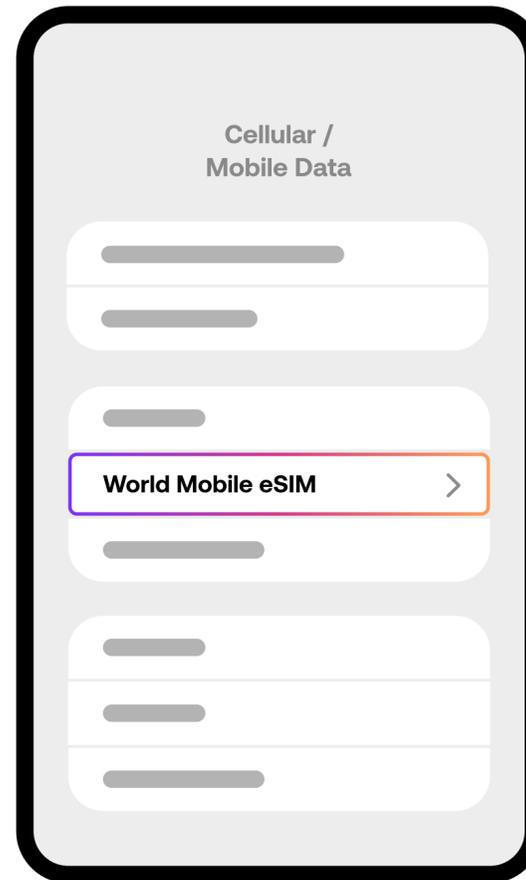


IOS



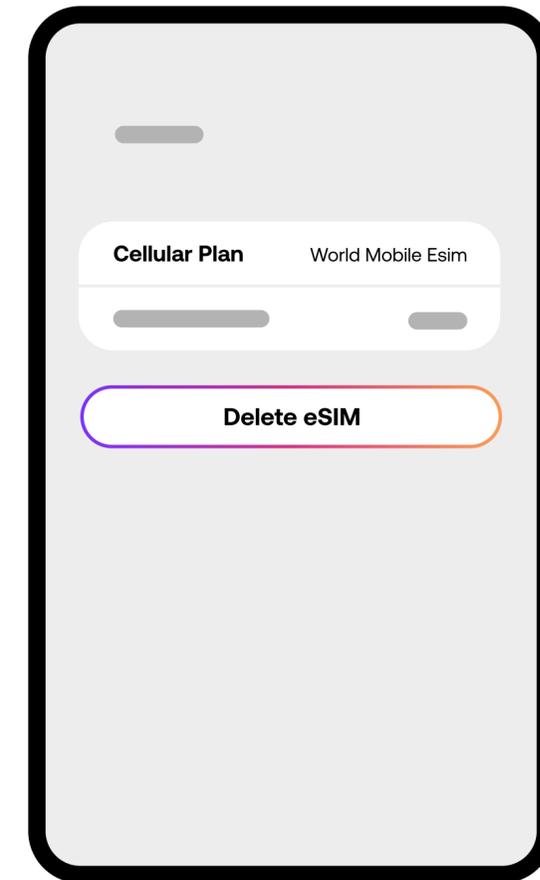
1

Open the **Settings** app,
tap **tap on Cellular or
Mobile Data.**



2

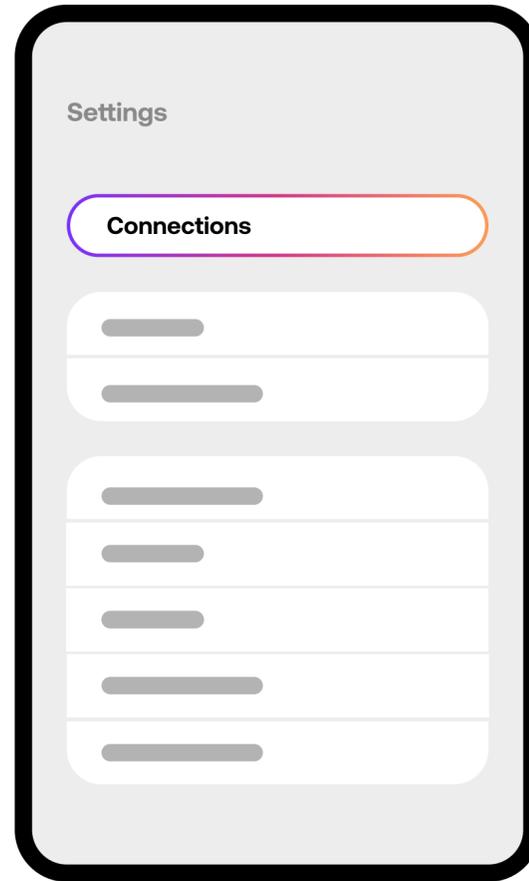
Tap on the **eSIM** you
wish to delete. It will be
listed under the SIMs



3

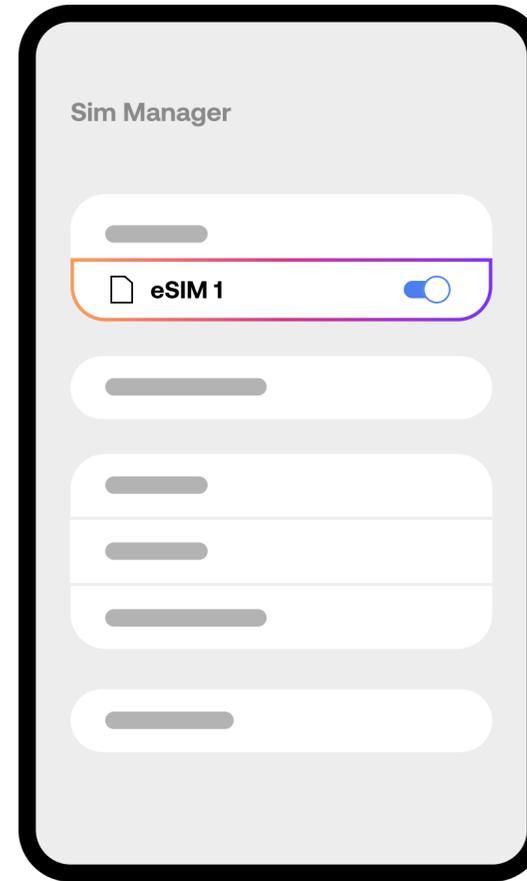
Scroll down to the
bottom and tap on
Delete eSIM

Android Devices



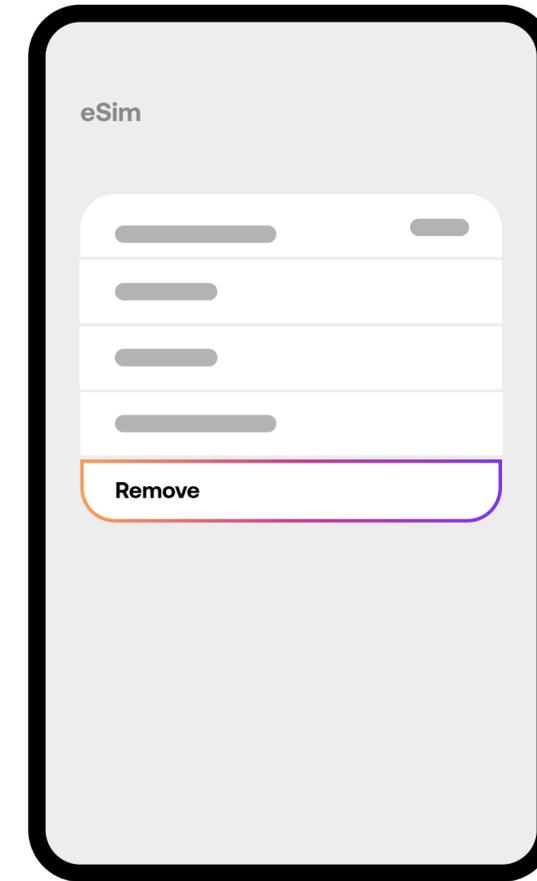
1

Open the **Settings** app,
tap **Connections** or
Network & Internet.



2

Select the **eSIM plan**
you want to erase.



3

Tap **Remove** or similar,
depending on your
device.

Help

What is the “Cellular Plans from this Carrier Cannot be Added” error?

This means your device is **network-locked**. You need a network-unlocked device to download and support eSIMs. If you get this error, you’ll need to use the eSIM on another device or contact support to ask for a full refund.

What is the “Unable to complete Cellular Plan Change” error?

This error could be due to

1. Having **more eSIMs than your device can support**. Please remove eSIMs that have expired or no longer have data
2. Trying to **reinstall an eSIM** that has already been installed. **eSIMs can only be installed once**
3. **Poor internet connection** during the installation. Please check your internet connection
4. **Mobile data is turned off**. Please turn on your “Mobile Data” under Settings.

What is the “This code is no longer valid” error?

This error appears either when **the QR code is not properly scanned** or if the **eSIM has already been installed**. Sometimes due to poor connection, QR codes are partially scanned. Try rescanning after you have good network connectivity.

Please note that most eSIMs can only be installed once, so if you are attempting to reinstall a removed eSIM, that will not work.

What is the “PDP Authentication Failure” error?

This error can be caused due to issues with your eSIM validity or settings. Please check if

1. You have **valid data remaining** on your eSIM
2. Your **APN is set up according to the installation process**
3. You are **connected to a network supported by the eSIM**.

If the error persists, please reset your network settings and restart your device.

We're here to help!

If you have any other questions, please reach out to our Support team or check our FAQs.