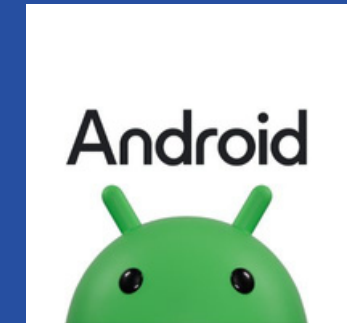


eSIM Story

Our eSIM, Your Story, Always Connected.



eSIM Story

eSIM Installation Guide for Android

Compatibility Check



📌 Go to Settings > Connections > SIM card manager and check if there is an option to add an eSIM.

✓ If this option is available, your device supports eSIM!

✗ If not, your current device does not support eSIM.

The registered eSIM device cannot be changed.

The registered eSIM device cannot be changed, so please register only your own eSIM.

Q. I accidentally registered my friend's eSIM. Can I change it?

A. No, changes are not possible.

Q. If I accidentally delete my eSIM, can I re-register and use it again?

A. No, re-registration is not possible. Please make sure to delete it only after you have finished using it."

**No device
change after
registration**

**180 days
from
purchase**

Please use the eSIM **within 180 days from the date of purchase.**

The purchased eSIM is valid for 180 days. Please make sure to use it within this period.

Q. Can I register it in advance before use?

A. Yes, you can register it at any time. However, you must complete usage within 180 days.

Q. Does the 180-day period start after registration?

A. No, the 180-day period starts from the purchase date. Please complete usage within this timeframe.

Register eSIM with internet

Please ensure you install the eSIM only where an **internet connection** is available.

eSIM installation is only possible when you have an active internet connection.

Q. Can I install it without Wi-Fi?

A. Yes, as long as you have a stable internet connection, you can install it anytime.

Q. Can I register the eSIM before arriving at my travel destination?

A. Yes, you can register it in advance without any issues.

If scanning is not possible, register manually.

Refer to the installation guide below for manual registration without scanning.

Q. Can I register an eSIM if my camera is broken?

A. Yes, it is possible. Please refer to Installing eSIM without scanning“.

Q. My device is compatible, but QR scanning is not working.

A. Please refer to Installing eSIM without scanning“.

eSIM registration possible without QR scan

eSIM Installation Guide

For eSIM installation, simply choose **one of the methods** below.

First Method

Install via QR Scan

Second Method

Install via QR Scan from Menu

Third Method

Install eSIM Without Scanning (For Camera Issues)

Notice

Check Important Notices

QR Scan 01

1





















Make sure your device is compatible.

2

Where is your destination?

Country Region

Q Search for destination

 Albania From A\$2.12	 Argentina From A\$2.34	 Australia From A\$3.08
 Austria From A\$1.56	 Azerbaijan From A\$2.34	 Bangladesh From A\$2.34
 Belarus From A\$2.34	 Belgium From A\$1.56	 Bosnia From A\$2.12
 Brazil From A\$2.34	 Bulgaria From A\$2.12	 Cambodia From A\$2.83
 Canada From A\$2.59	 Chile From A\$2.34	 China From A\$1.56
 Colombia From A\$2.34	 Croatia From A\$2.12	 Cyprus From A\$2.12

Proceed with the purchase based on your destination.

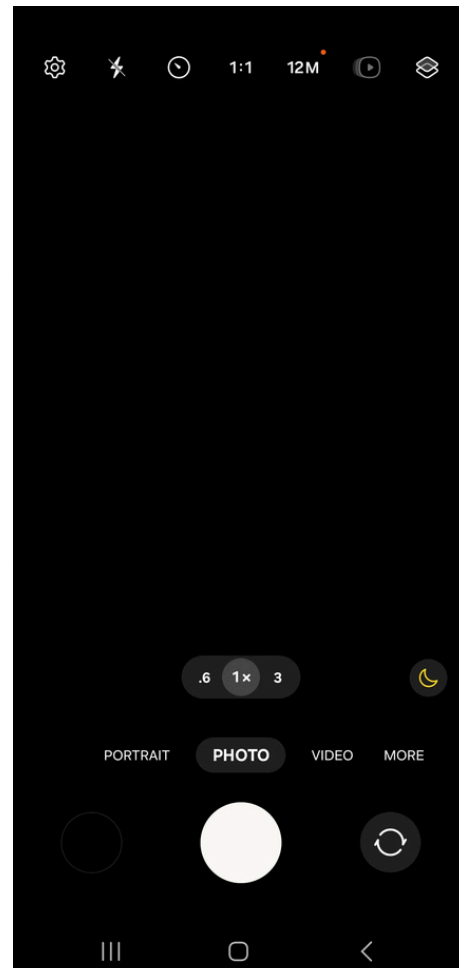
3



Prepare the **QR code** sent to your email.

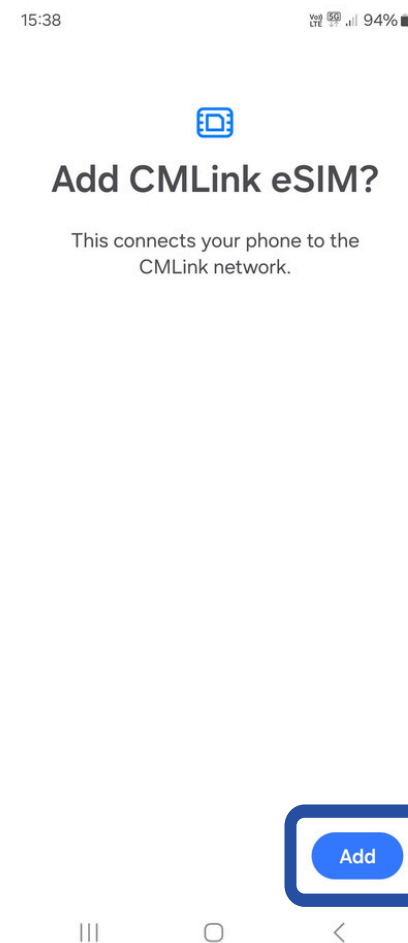
QR Scan 02

4



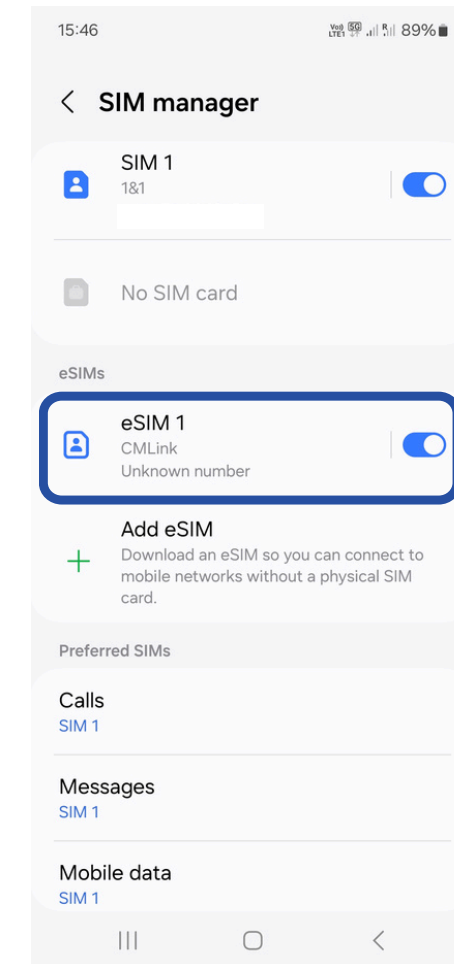
Scan the **QR code** from your email

5



Tap on **Add**

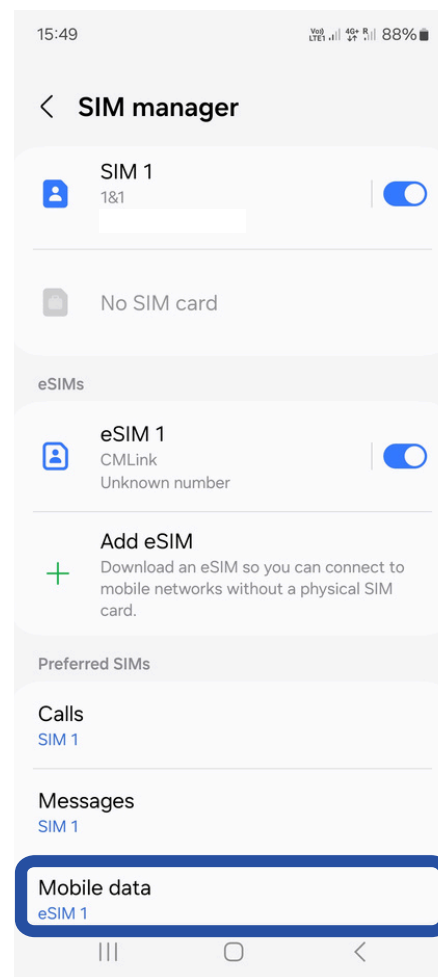
6



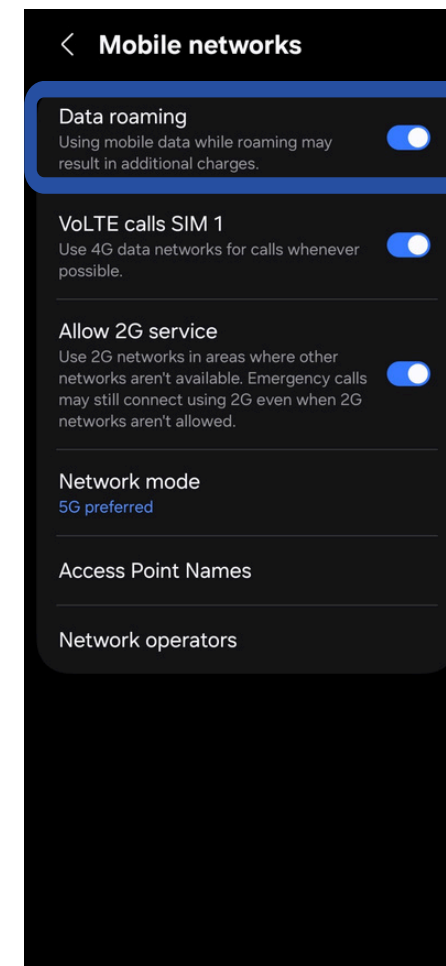
Tap the **activation button** to activate your added eSIM

QR Scan 03

7



The displayed eSIM name may vary depending on your device (e.g., CM LINK, eSIM2, etc.).



Check that your mobile data is using the **newly added eSIM**

To use the eSIM, make sure **data roaming** is enabled under Settings → Connections → Mobile Networks

QR Scan in Menu 01

1





















Make sure your device is compatible.

2

Where is your destination?

Country Region

Q Search for destination

 Albania From A\$2.12	 Argentina From A\$2.34	 Australia From A\$3.08
 Austria From A\$1.56	 Azerbaijan From A\$2.34	 Bangladesh From A\$2.34
 Belarus From A\$2.34	 Belgium From A\$1.56	 Bosnia From A\$2.12
 Brazil From A\$2.34	 Bulgaria From A\$2.12	 Cambodia From A\$2.83
 Canada From A\$2.59	 Chile From A\$2.34	 China From A\$1.56
 Colombia From A\$2.34	 Croatia From A\$2.12	 Cyprus From A\$2.12

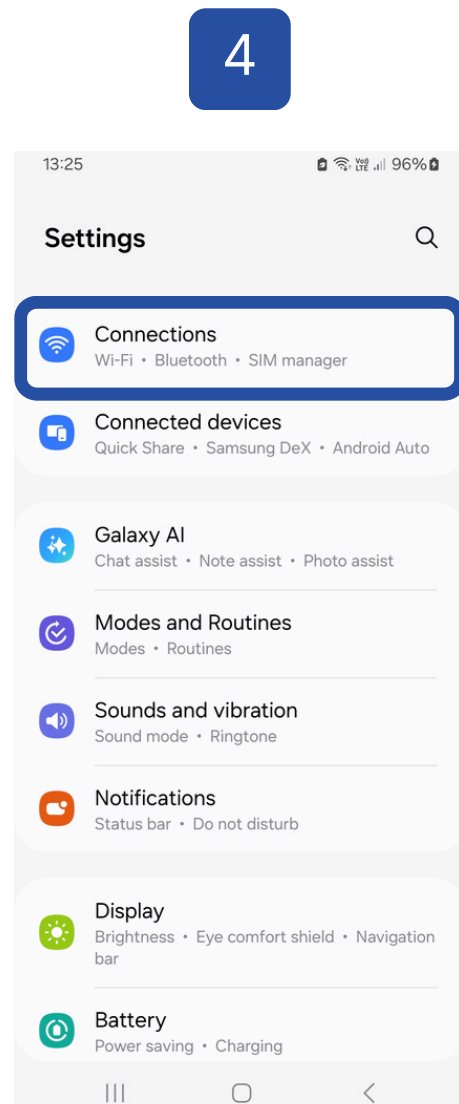
Proceed with the purchase based on your destination.

3

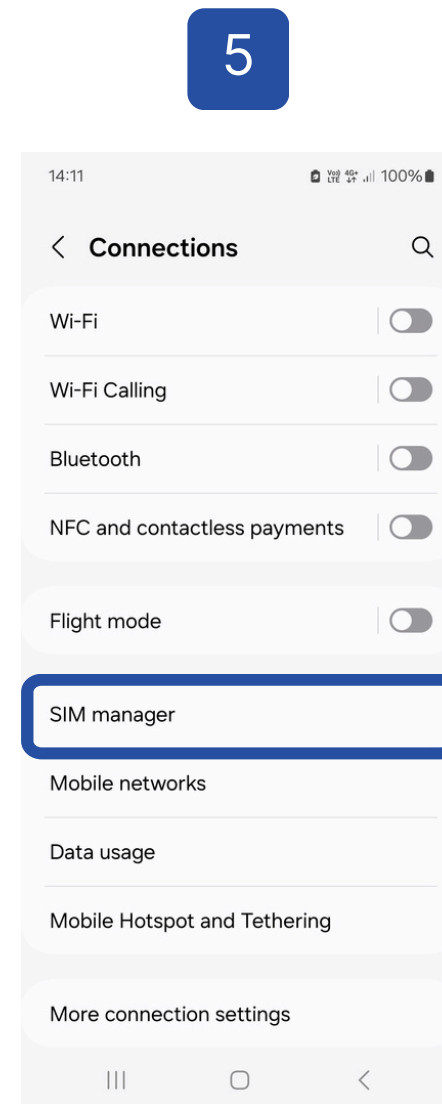


Prepare the **QR code** sent to your email.

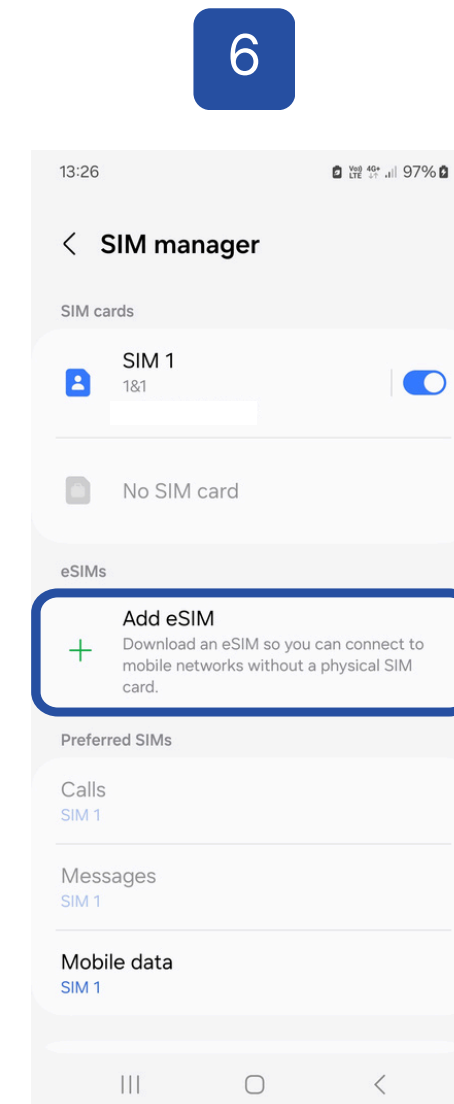
QR Scan in Menu 02



Go to the Settings menu and select **Connections**

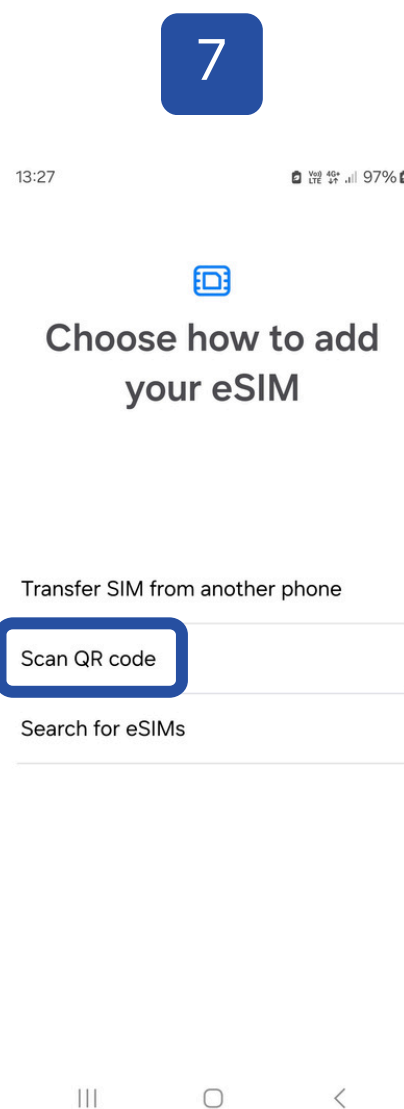


Tap on **SIM Manager**



Tap on **Add eSIM**

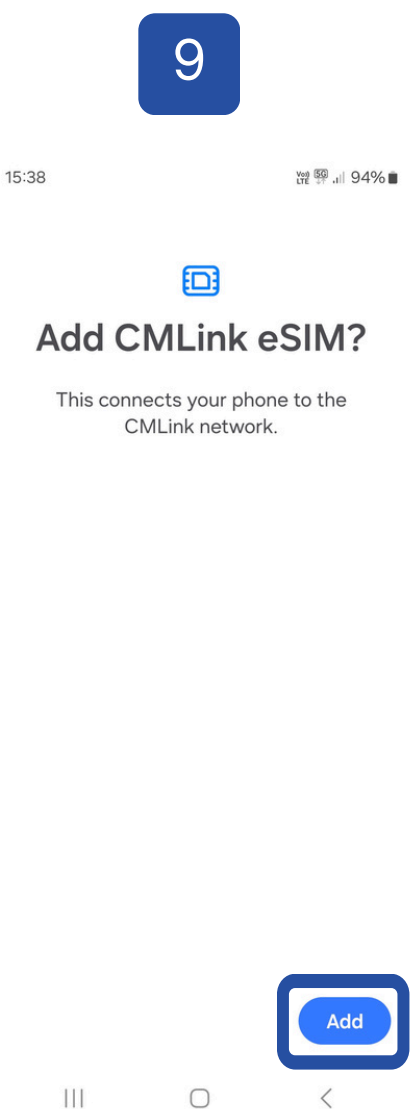
QR Scan in Menu 03



Tap on **Scan QR code**



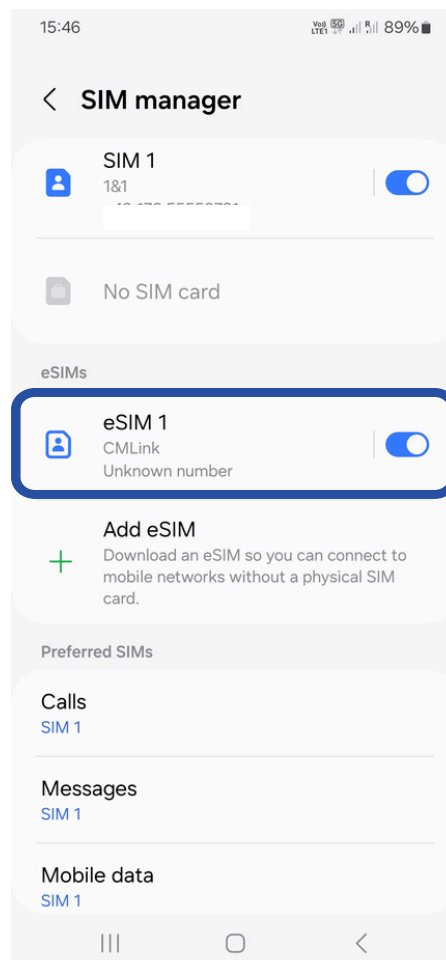
Scan the **QR code** from your email



Tap on **Add**

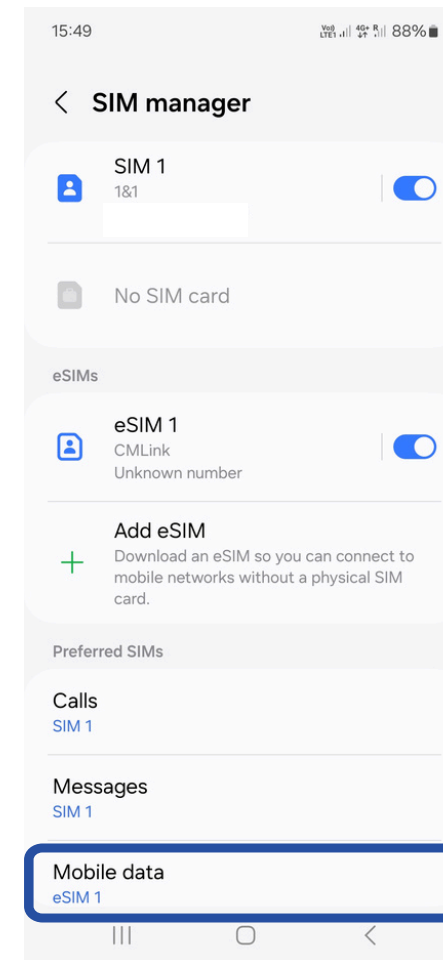
QR Scan in Menu 04

10



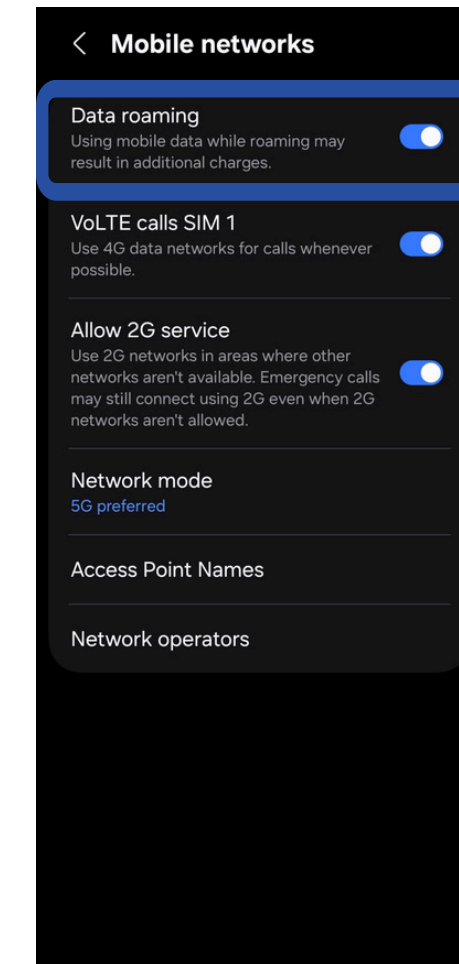
Tap the **activation button** to enable the added eSIM

11



The display may vary depending on the device (CM LINK, eSIM2, etc.)

Check that your mobile data is using the **newly added eSIM**



Go to Settings > Connections > Mobile Networks
You must enable **Data Roaming** to use the eSIM

Without Scanning 01

1



Make sure your device is compatible.

2

Where is your destination?

Country Region

Search for destination

Albania From A\$2.12	Argentina From A\$2.34	Australia From A\$3.08
Austria From A\$1.56	Azerbaijan From A\$2.34	Bangladesh From A\$2.34
Belarus From A\$2.34	Belgium From A\$1.56	Bosnia From A\$2.12
Brazil From A\$2.34	Bulgaria From A\$2.12	Cambodia From A\$2.83
Canada From A\$2.59	Chile From A\$2.34	China From A\$1.56
Colombia From A\$2.34	Croatia From A\$2.12	Cyprus From A\$2.12

Proceed with the purchase based on your destination.

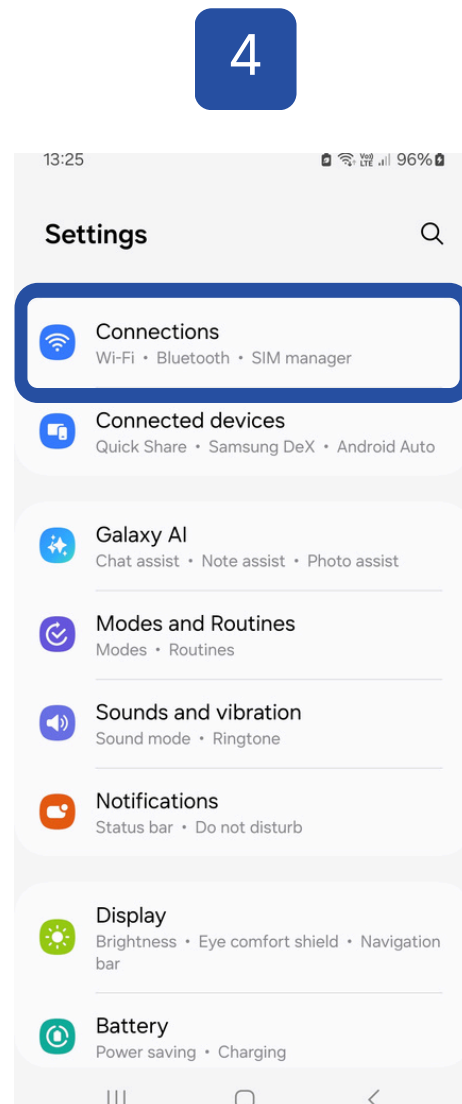
3

Activation code

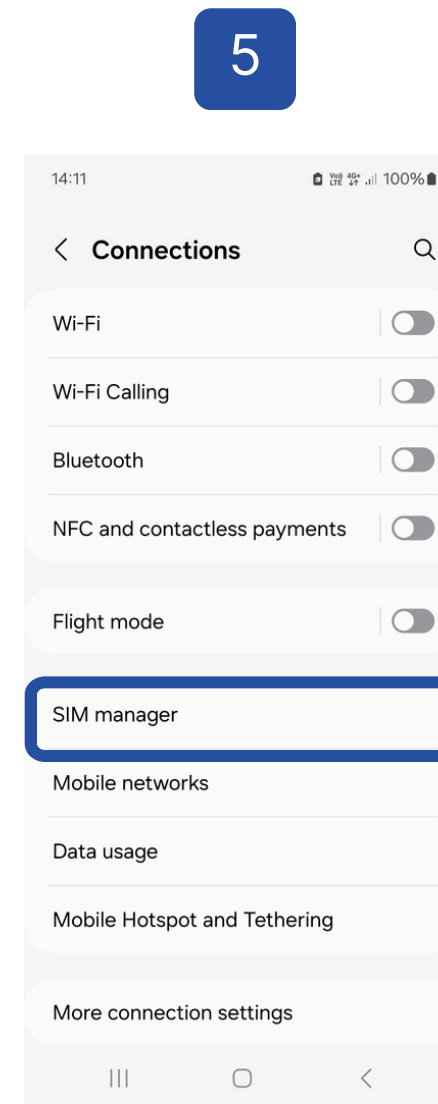
LPA
:1\$ecprsp.eastcompeace.co
m\$FF012345678910FAC1C
123DB1DC2

Prepare the **activation code** sent to your email.

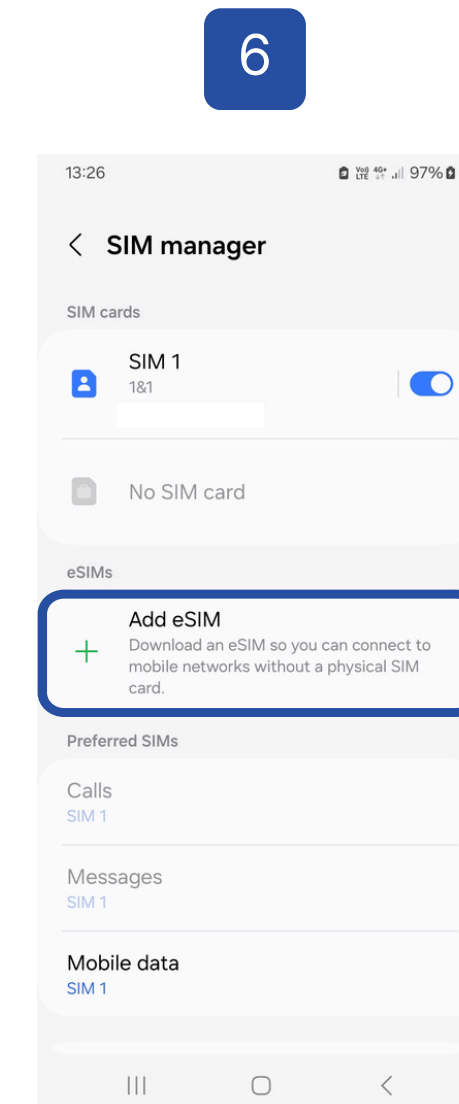
Without Scanning 02



Go to the Settings menu and select **Connections**



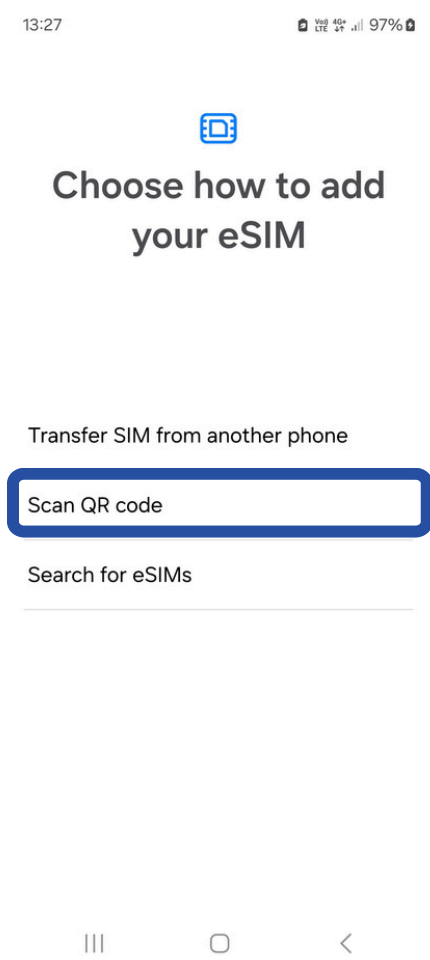
Tap on **SIM Manager**



Tap on **Add eSIM**

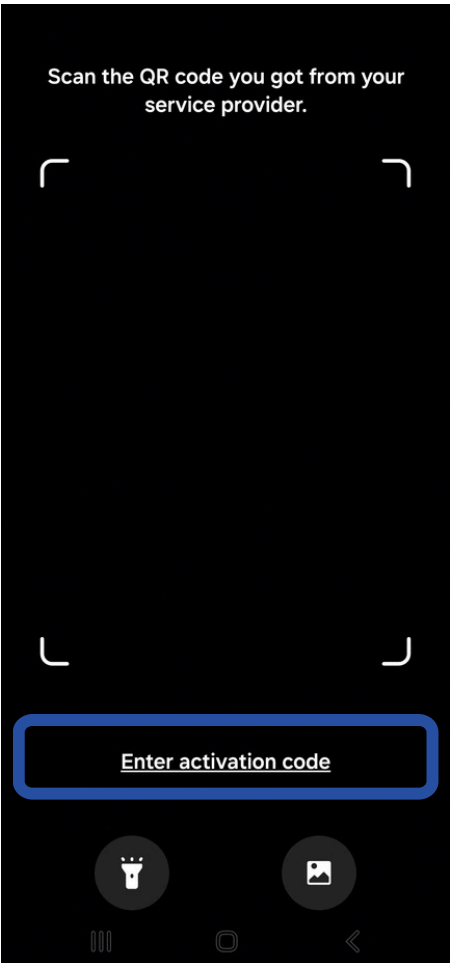
Without Scanning 03

7



Tap on **Scan QR code**

8



Tap on **Enter Activation Code**

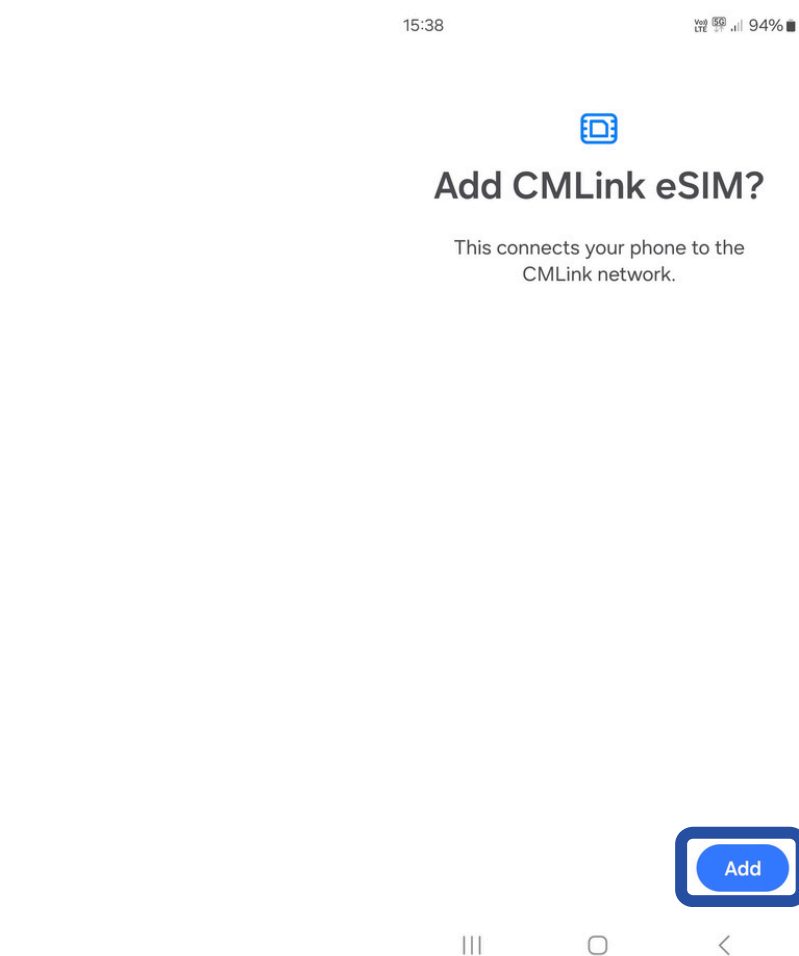
9



Enter the **Activation Code**

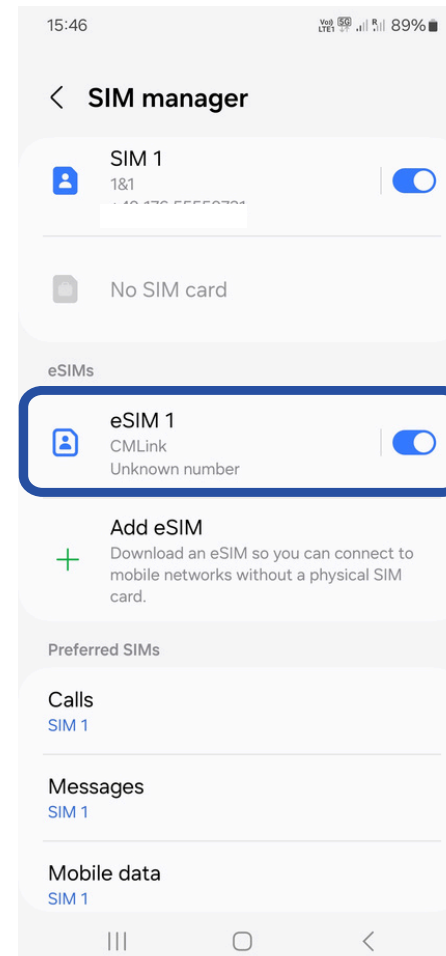
Without Scanning 04

10



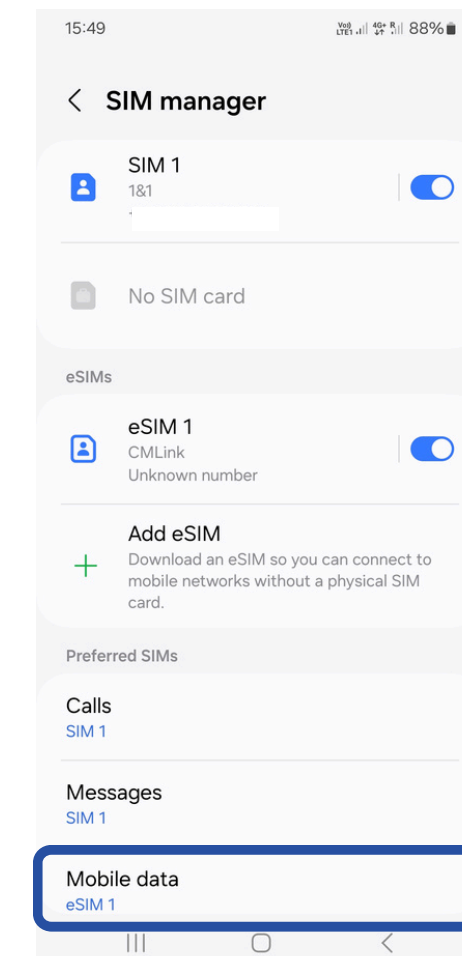
Tap **Add** once the addition is complete

11



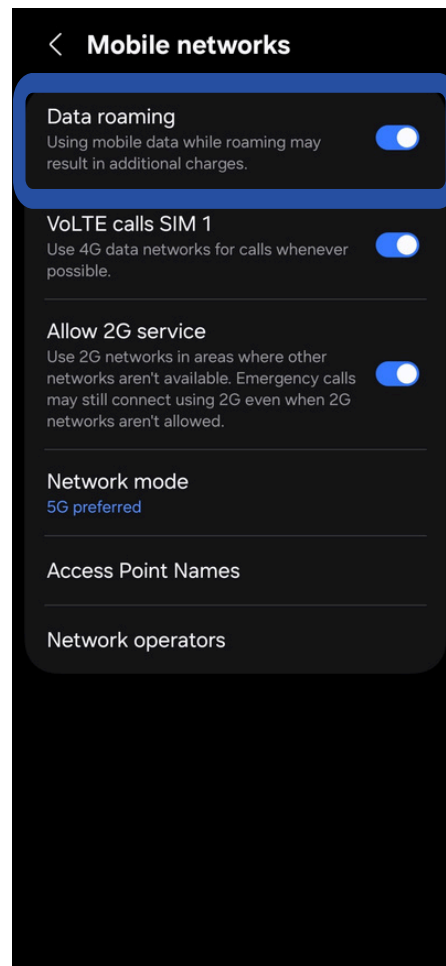
Tap the activation button to enable the **added eSIM**

12



Check that your mobile data is using the newly **added eSIM**

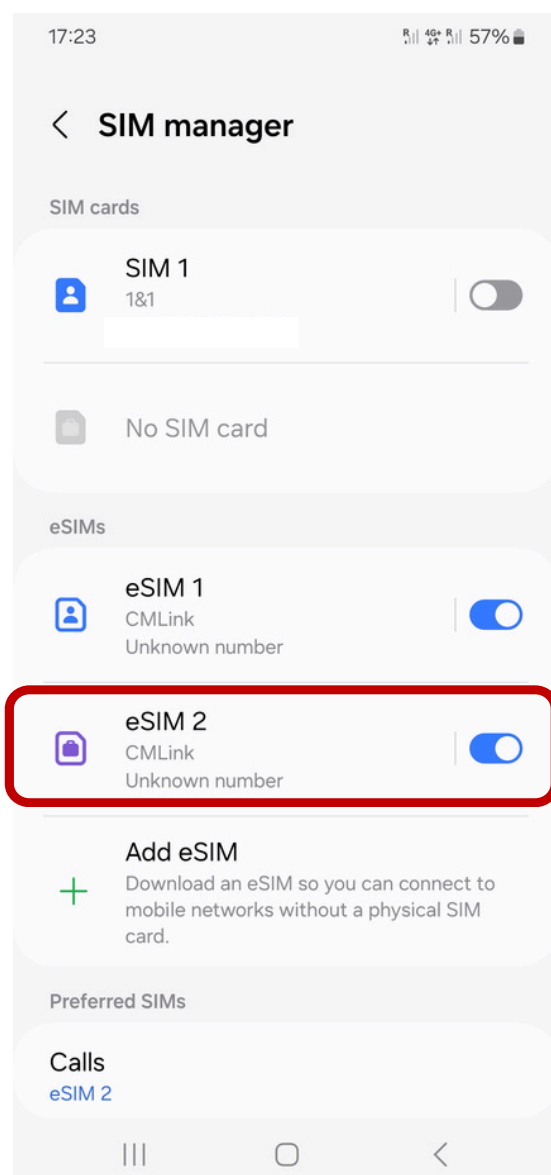
Without Scanning 05



Go to Settings > Connections >
Mobile Networks
You must enable **Data Roaming**
to use the eSIM



Notice



The eSIM at the top is your previously used eSIM, while the newly added one appears below it.

Latest eSIM

✓ Important eSIM Tips

📶 Before You Install

- Wi-Fi required: Make sure you're connected to Wi-Fi.
- Use your own phone: Installation must be done on the phone you plan to use.
 - QR code can only be used once and cannot be transferred to another device.

📅 Usage Period

- Please install and use your eSIM within 180 days of purchase.

🌐 Countries Requiring Caution for Installation

The following countries require identity verification procedures:

🇹🇼 Taiwan, 🇭🇰 Hong Kong, 🇮🇪 Hong Kong/Macau

👉 Please refer to the installation guide PDF for identity verification instructions!

🔍 Can't Scan the QR Code?

If QR scanning doesn't work,

▶ check the [Manual Setup PDF] for step-by-step instructions.

📱 After Installation – Final Setup

Once installed:

- Set the installed eSIM as your active data plan
- Enable data roaming
- For iPhones, make sure to switch to the correct profile



Notice



In Turkey, installation is mandatory before entry.

Update as of August 5, 2025!

**"I've installed it as instructed,
but the internet is not working! 🥹📶❌"**

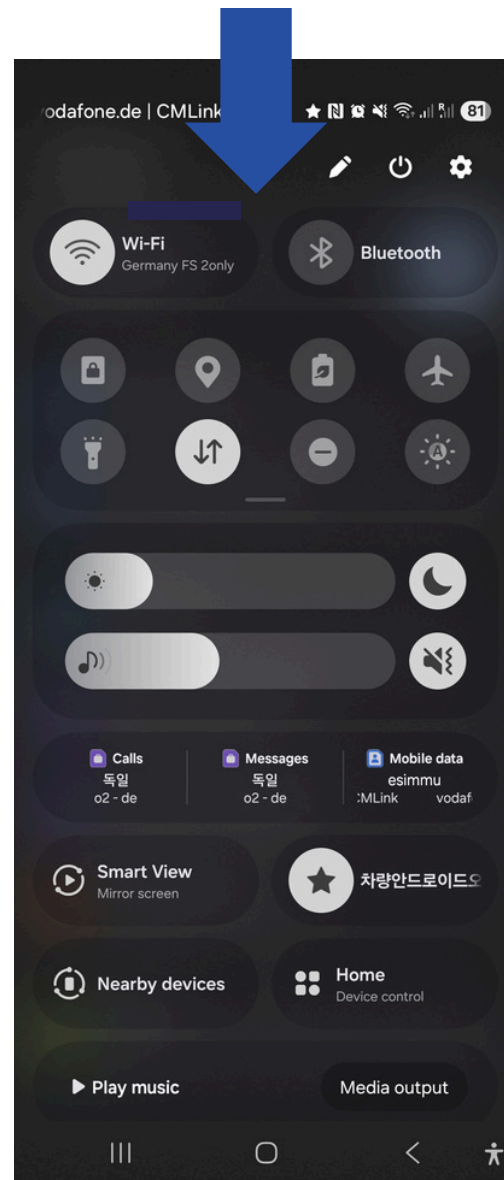
Don't worry — you can fix it with the steps below!



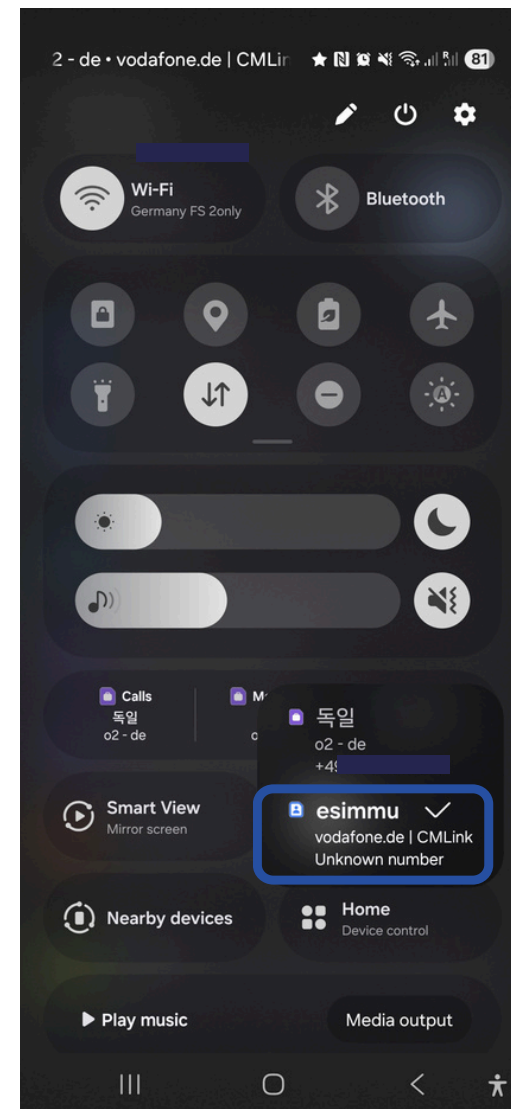
"I've installed it as instructed, but the internet is not working! 🤔📶❌"

Don't worry — you can fix it with the steps below!

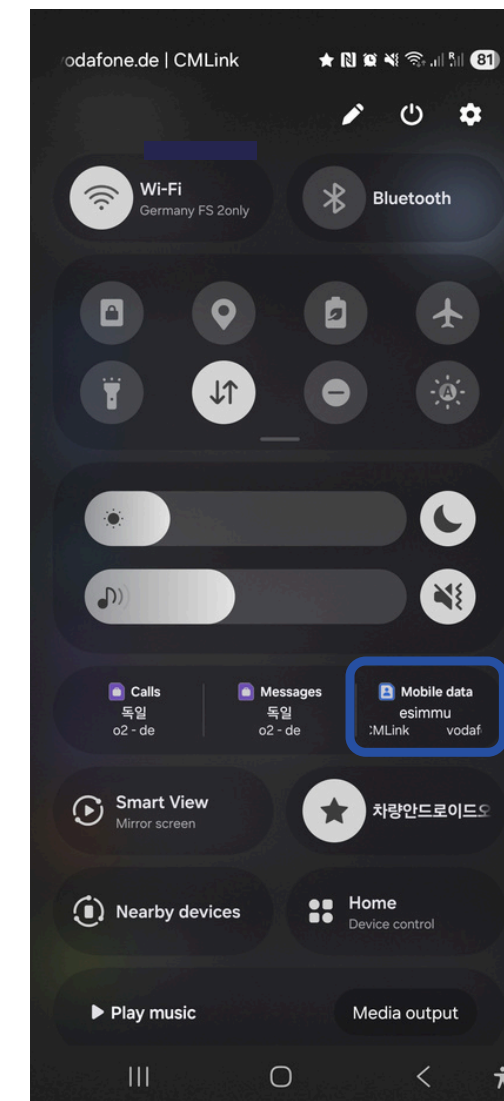
Solution 01



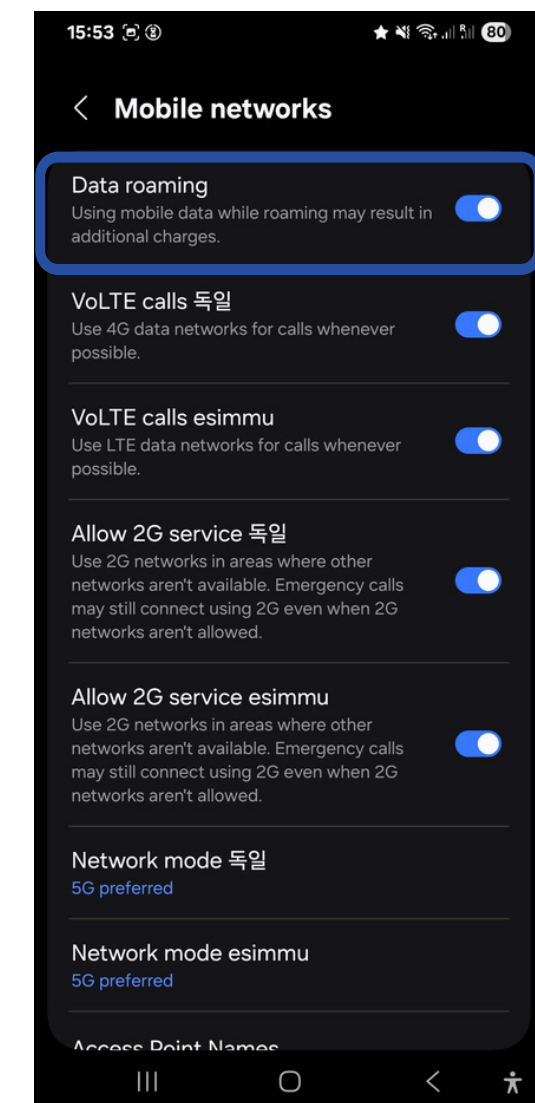
Scroll in the direction of the arrow to open the top bar



Switch to the installed eSIM



Confirm the change to the installed eSIM. (Since the eSIM only supports data, only the data settings need to be changed.)



Check **data roaming** settings

"I've installed it as instructed, but the internet is not working! 🤔📶❌"

Don't worry — you can fix it with the steps below!

Solution 02

Step 1

After completing **Solution 01**, restart your phone 📱🔄

This helps your device reconnect to the network.

Step 2

Next, try taking a **light walk**.

The signal is usually picked up **within 10 minutes** 📶 and your internet should start working!

In some areas with **weak signal reception**, it may take **more than 30 minutes** to connect to the internet.

But don't worry — the connection should be established soon 😊

If the internet still doesn't work after trying the solutions and your usage remains at 0, you can request a refund by logging in on the eSIM Story website.

Thank you!

**"Installation was successful,
but the internet is slow! 🙄zzZ📶"**

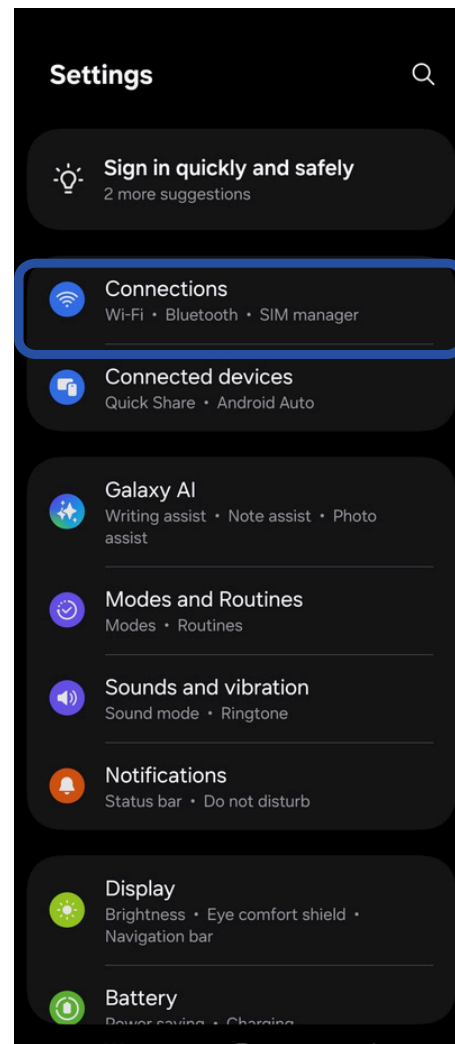
Don't worry, here's how to solve it!



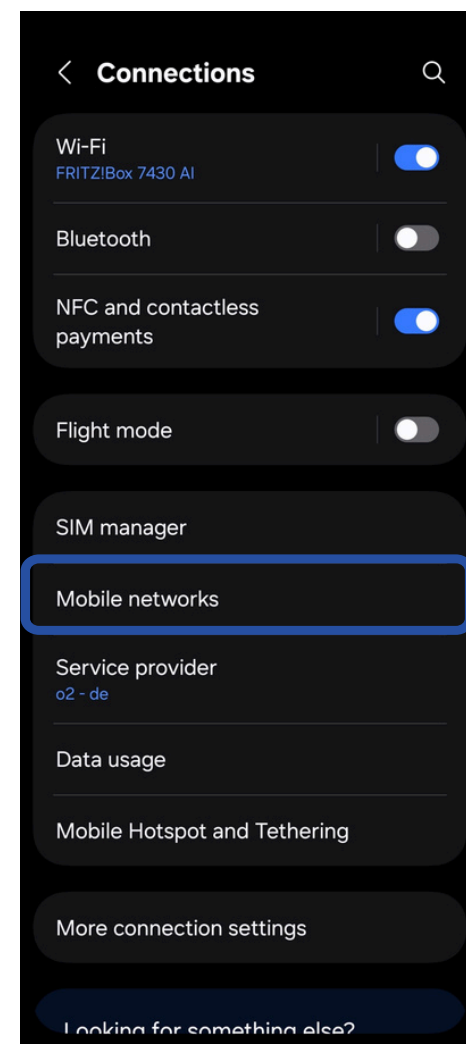
"Installation was successful, but the internet is slow! 🙄zzZ📶"

Don't worry, here's how to solve it!

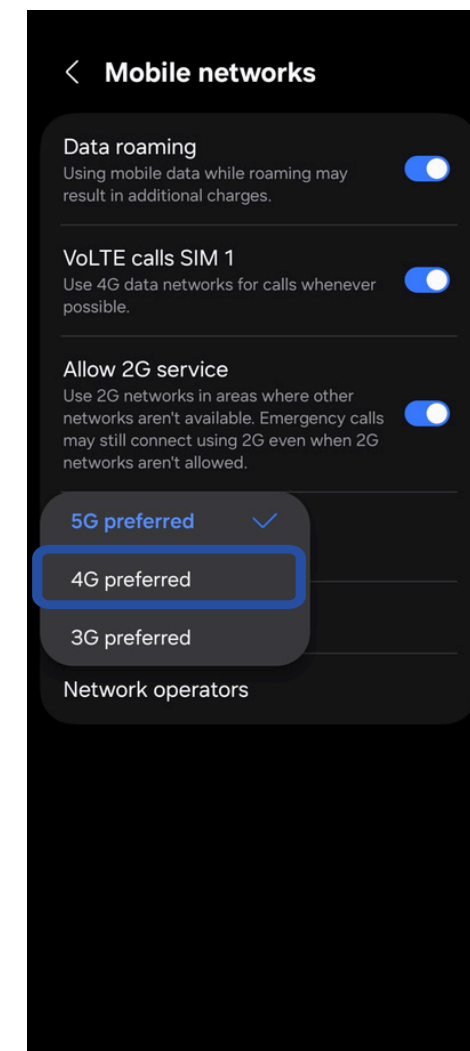
Solution 01



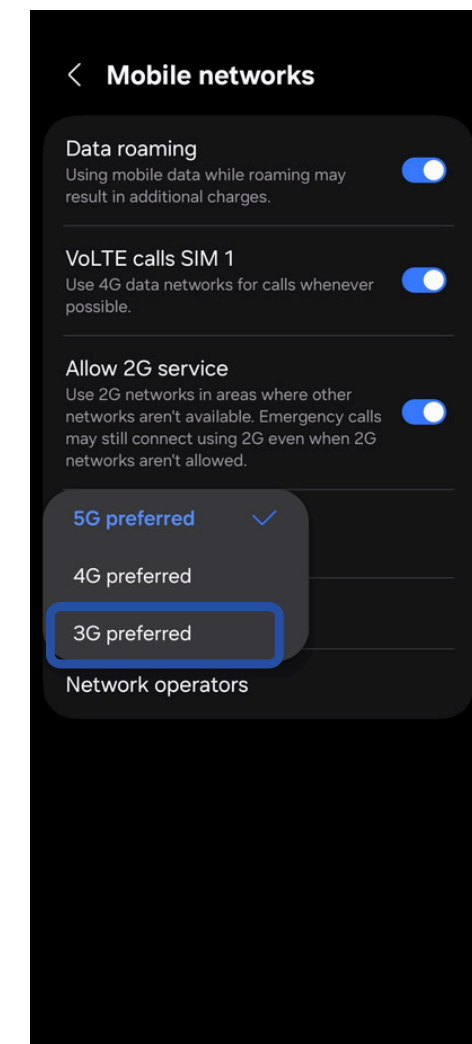
Go to Settings →
Connections



Tap on **Mobile networks**



Select the **installed eSIM** and
change the network mode to
LTE (4G) preferred to test the
connection



If the speed does not
improve with LTE (4G)
preferred, try testing with
3G preferred

"Installation was successful, but the internet is slow! 🙄📶"

Don't worry, here's how to solve it!

Solution 02

Step 1

After completing Solution 01, check which network connection gives you the **fastest internet**.

Usually, **5G priority works fine, but in some countries, 4G or 3G might be faster!**

Step 2

Go to Settings → Connections → SIM Manager, try disabling your current SIM card and test the speed.

If the speed gets better, you can try re-enabling your original SIM card afterward.

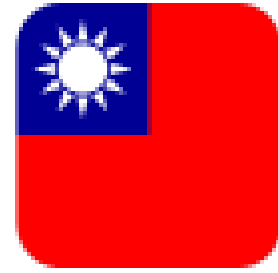
Sometimes there may be **interference with the signal**,

or the internet speed may be slow **depending on the device and network**.

Don't worry — the internet speed should return to normal soon 😊

If the internet speed does not improve after trying the solutions and your daily usage is below 8%, you can request a refund by logging in to the eSIM Story website. (For example, less than 40MB usage on a daily 500MB plan)

Thank you.

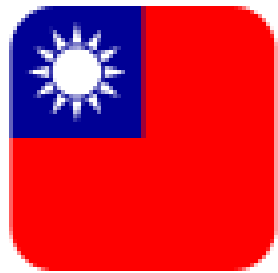


**"In this country, eSIM usage requires
identity verification! ID 🔒 📶"**

You can resolve this using the steps below!



Countries requiring eSIM registration 01





Due to local regulations, identity verification is required to use eSIM in Taiwan, Hong Kong, and Macau.




If you wish to use the service, please access the link below and complete the verification process by following the provided steps.

Access link [-> global.cmlink.com/store/realname?LT=en](https://global.cmlink.com/store/realname?LT=en)


Countries requiring eSIM registration 02


 

[Destinations](#) [eSIM](#) [Support](#) [Partnership](#) [Gogo China](#)

 EN | \$USD  [Buy Now](#) 

Real Name Registration



 **Take notice of**

According to the policy of Hong Kong (China) and Taiwan (China), customers must complete the real-name registration of their SIM before using. You do not need to register your SIM if you are not using it in these two regions.

- It is recommended to complete the real name registration before arriving, or if you have already arrived in the region, you may connect to nearby Wi-Fi to complete the registration.
- If the uploaded information does not meet the requirements, your registration will be rejected. We will inform you of the result via SMS and Email.

Please be assured that the information will only be used for real-name registration.

*** Region of use for real name registration** (Destination)

☐ Hong Kong, China ☐ Taiwan, China ☐ Hong Kong, China and Taiwan, China

*** Contact information**

E-mail

Example: test@example.com

1. Please install the purchased eSIM on your phone first.
2. Fill out the form on the page according to the required format.

Countries requiring eSIM registration 03

SIM information

* ICCID

8985234

+ Add

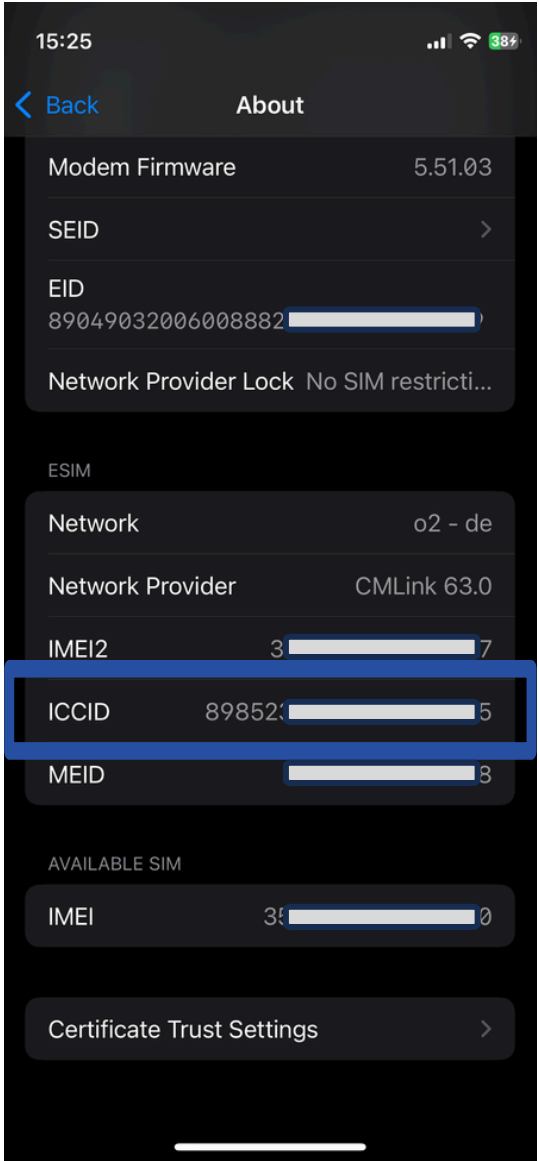
Personal Information

* Document type

Please select

- ☐ I declare that all information submitted is accurate and correct, and is consistent with the information on the document, and bear corresponding legal responsibilities
- ☐ I agree to the transfer of the above personal data to [CMLink's headquarters](#) located outside EU
- ☐ I have read and accepted the [privacy policy](#)

Confirm



3. Once the eSIM is installed:
Go to **Settings > General > About**, then scroll down to find and enter the **ICCID**.

**You can enter multiple ICCIDs at once.*

Countries requiring eSIM registration 04

* Document type

Passport

* Document photo

+
Please upload a front photo of the document

Take notice of

1. Please use the original ID for real-name identification.
2. Please upload a full page of information with a photo attached to your passport, including the barcode at the bottom, without any obstruction.
3. When taking photos, please avoid obstacles, reflections, and shadows.
4. Please try not to take photos with the camera in your hand, but place it on a flat surface to take photos.
5. The file format can be JPG/PNG, and the size should not exceed 10MB.

Please note that the following documents cannot be used for registration:

1. Hong Kong SAR Passport
2. British National (Overseas) Passport

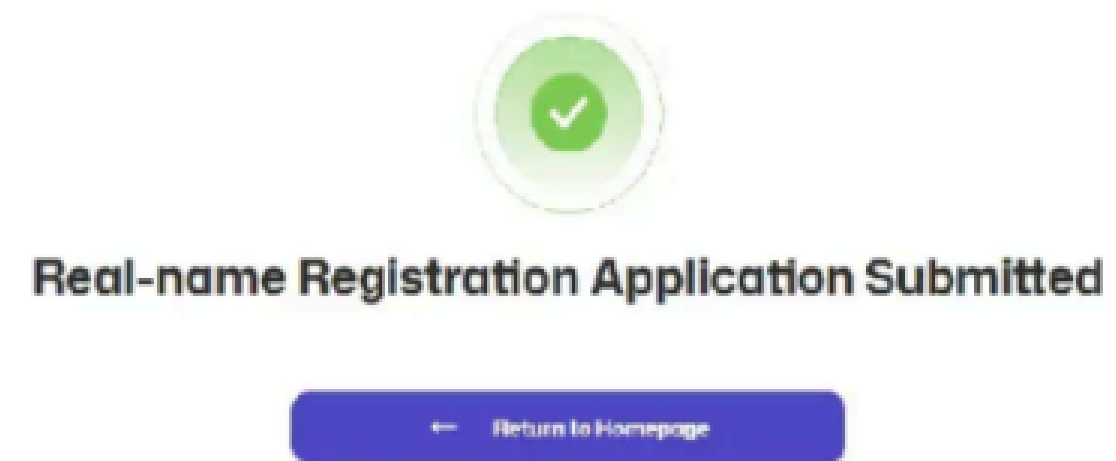
☐ I declare that all information submitted is accurate and correct, and is consistent with the information on the document, and bear corresponding legal responsibilities

☐ I agree to the transfer of the abover peronal data to [CMLink's headquarters](#) located outside EU

☐ I have read and accepted the [privacy policy](#)

Confirm

4. Under "Document Type", select "Passport" and enter your passport information. (For minors, the information of an adult must be provided.)



5. Once the form is complete, click "Submit".

6. Once completed, the confirmation screen will appear as shown above.

Thanks.

eSIM Installation Guide for **Android**



eSIM Story

Our eSIM, Your **Story**, Always **Connected**.