eSIM Story

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

eSIM Story

eSIM Installation Guide for **iOS**

Compatibility Check

📌 Go to Settings > Cellular (Mobile Data) 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.

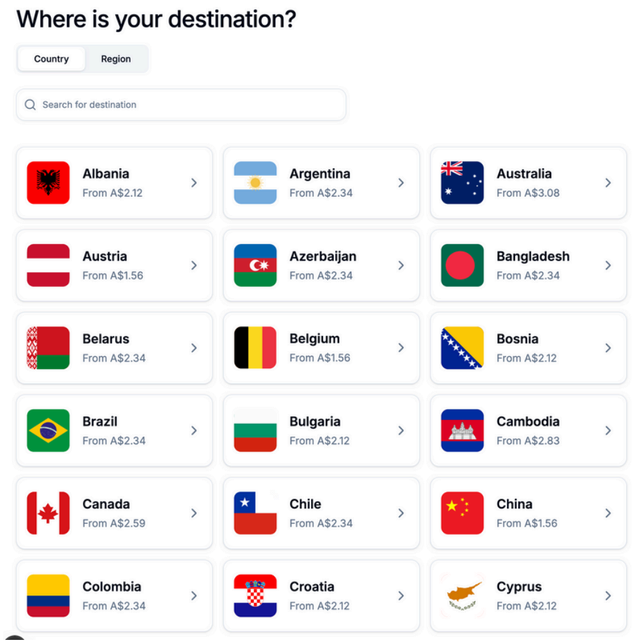
First Method	Install via QR Scan
Second Method	Install via QR Scan from Menu
Third Method	Install eSIM Without Scanning (For Camera Issues)
Notice	Check Important Notices

QR Scan 01

1

Make sure your device is compatible.

2



Proceed with the purchase based on your destination.

3

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

QR Scan 02

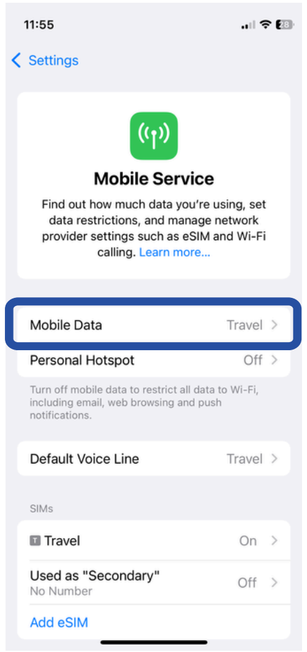
4

Scan the **QR code** from your Email.

5

Once the addition is complete,
click **Continue**

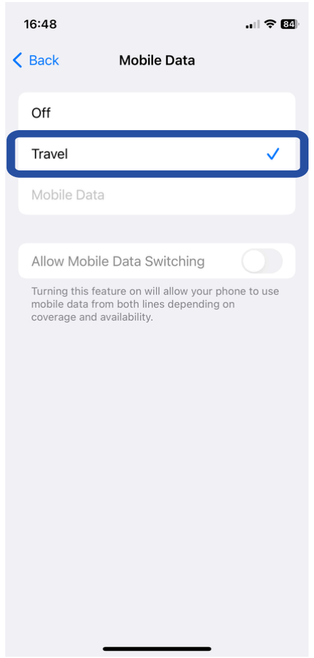
6



Go to Settings -> Mobile Service ->
tap **Mobile Data**

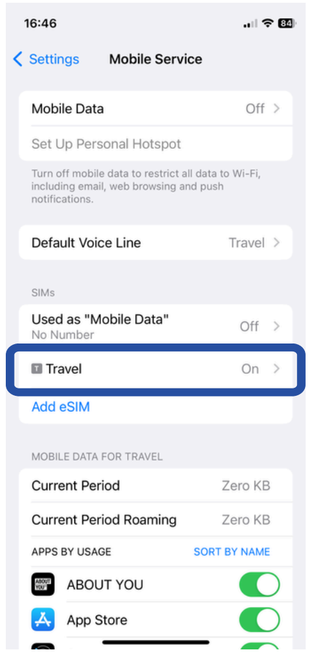
QR Scan 03

7



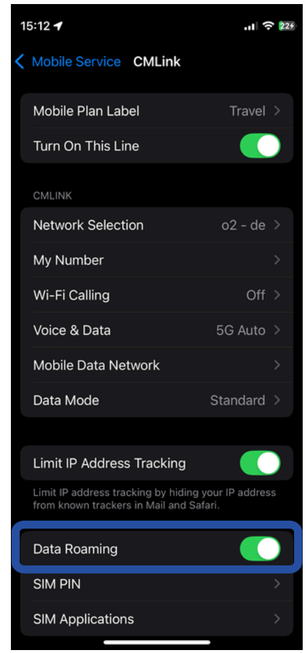
Check that Mobile Data is set to the **eSIM you just added**.

8



Displayed in various ways depending on the device (personal, business and travel etc.)

Go back to Mobile Data and tap **Travel** under **SIMs**



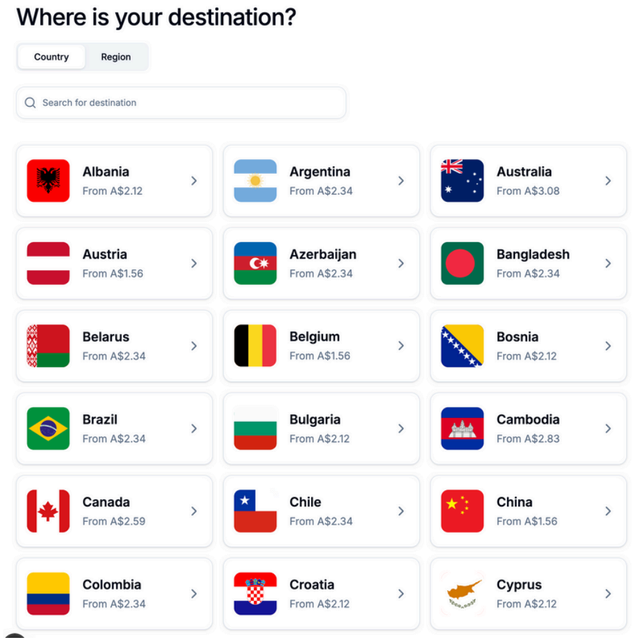
Activate **Data Roaming**
You need to enable Data Roaming to use the eSIM

QR Scan in Menu 01

1

Make sure your device is compatible.

2



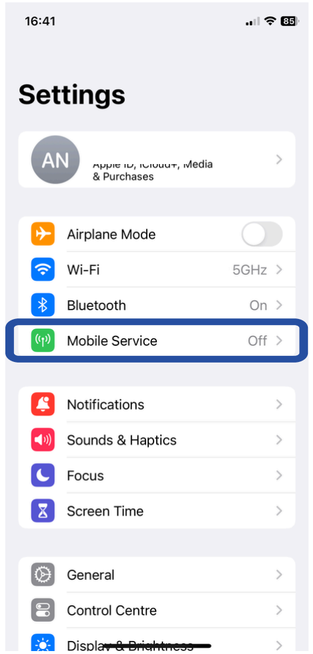
Proceed with the purchase based on your destination.

3

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

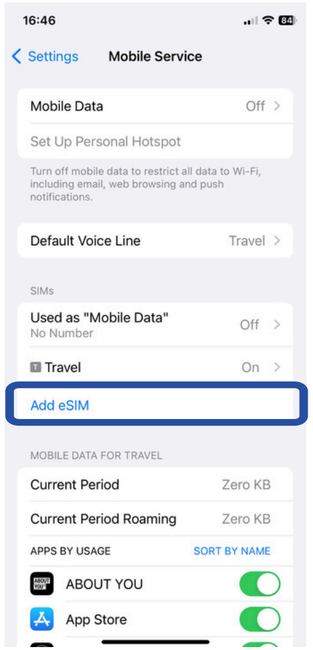
QR Scan in Menu 02

4



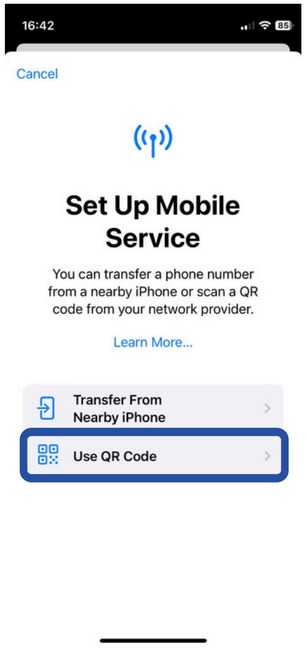
On your device, go to Settings and tap **Mobile Servce**

5



Tap on **Add eSIM**

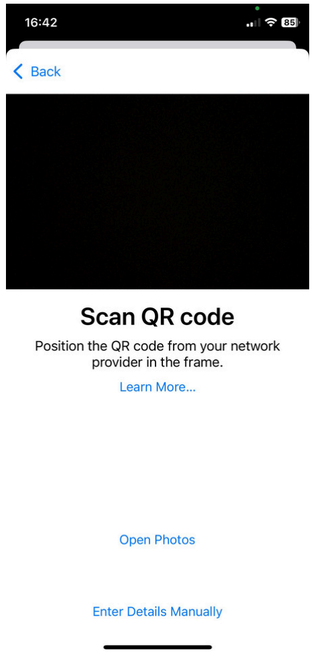
6



Tap **Use QR Code**

QR Scan in Menu 03

7

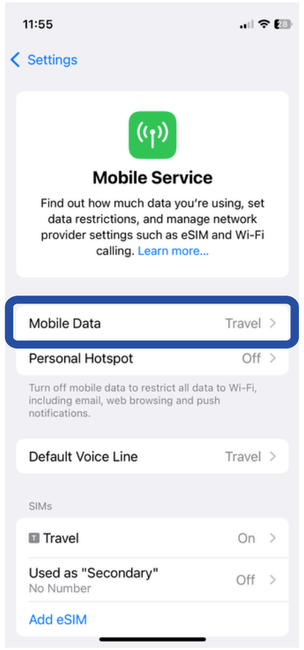


Scan the **QR code** you received by email.

8

Once the addition is complete, click **Continue**

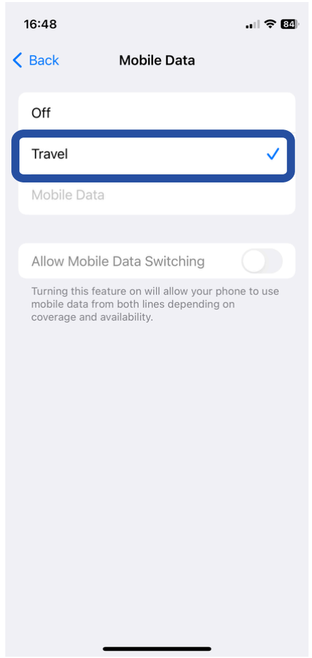
9



Go to Settings -> Mobile Service -> tap **Mobile Data**

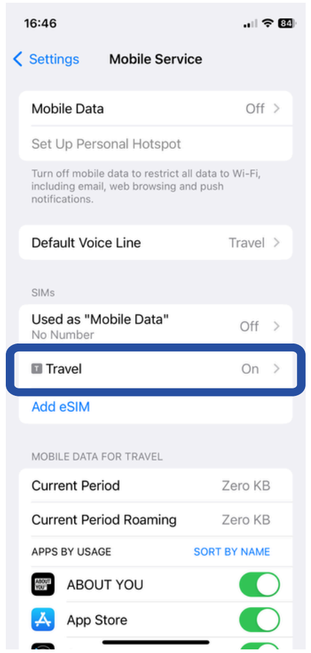
QR Scan in Menu 04

7



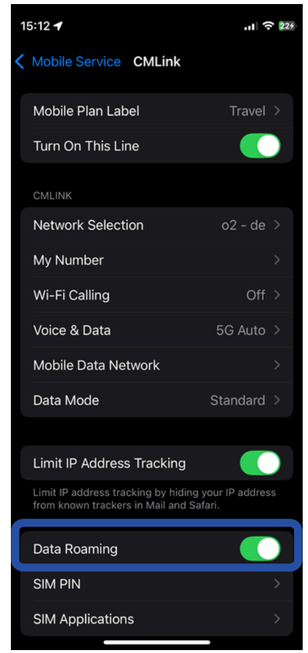
Check that Mobile Data is set to the **eSIM you just added**.

8



Displayed in various ways depending on the device (personal, business and travel etc.)

Go back to Mobile Data and tap **Travel** under **SIMs**



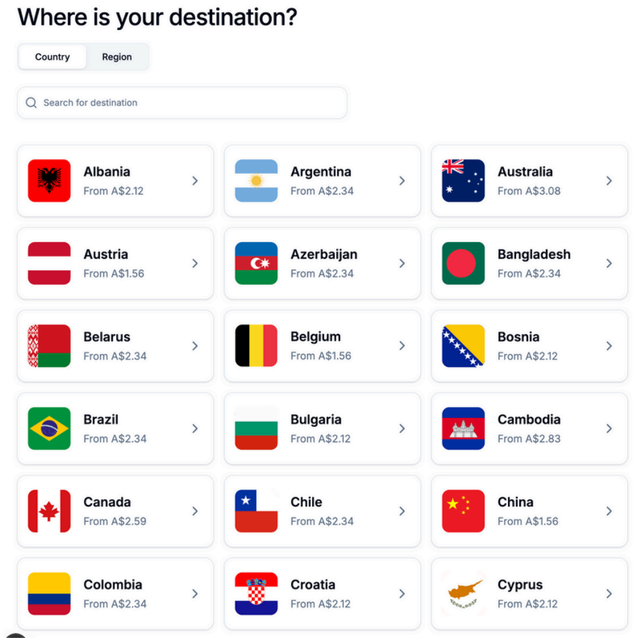
Activate **Data Roaming**
You need to enable Data Roaming to use the eSIM

Without Scanning 01

1

Make sure your device is compatible.

2



Proceed with the purchase based on your destination.

3

SM-DP+Address

rsp1.cmlink.com

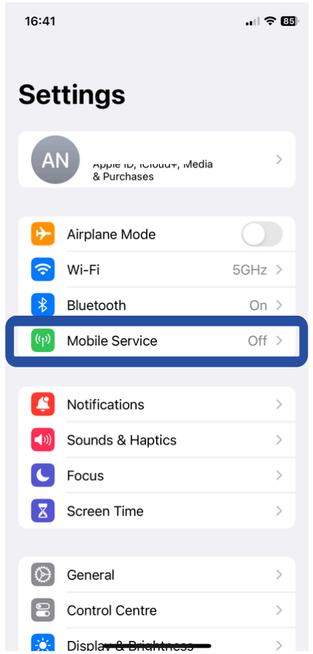
Activation Code

0005C612C8E1561564561
BC5656DF1E7

Prepare **SM-DP+Address** and **Activation code** sent to your email.

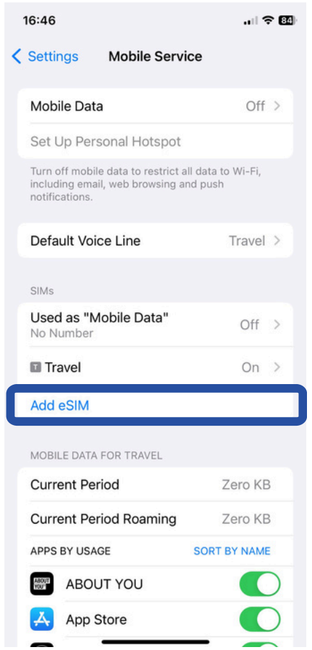
Without Scanning 02

4



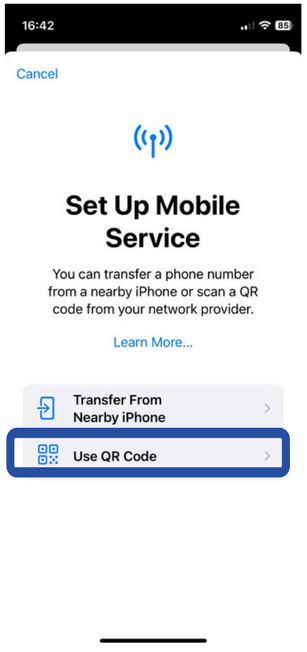
On your device, go to Settings and tap **Mobile Servce**

5



Tap on **Add eSIM**

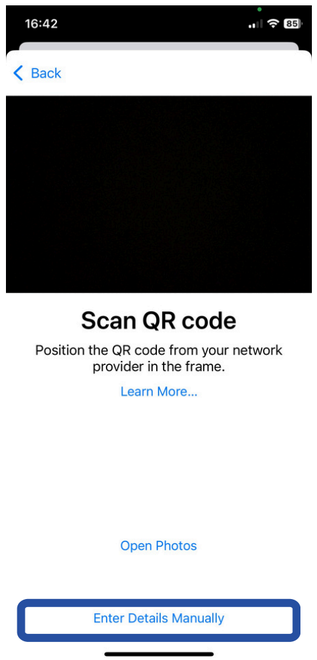
6



Tap **Use QR Code**

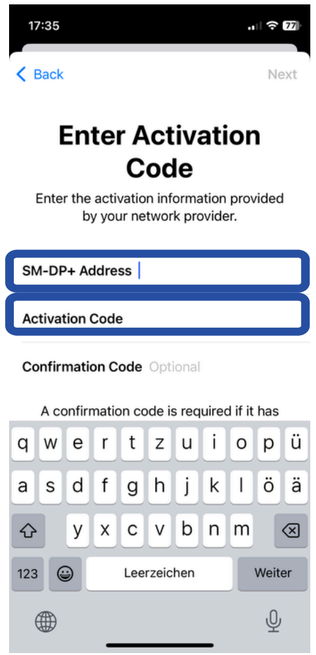
Without Scanning 03

7



Tap on **Enter Details Manually**

8



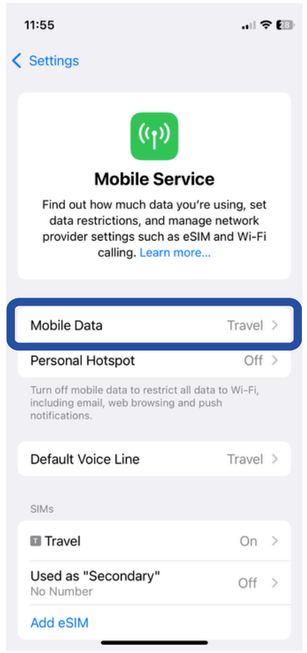
Paste the **SM-DP+ Address** and the **Activation Code** received by email and tap Next

9

Once the addition is complete, click **Continue**

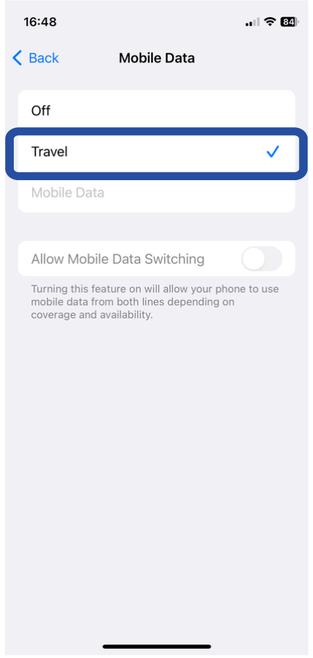
Without Scanning 04

10



Go to Settings -> Mobile Service -> tap **Mobile Data**

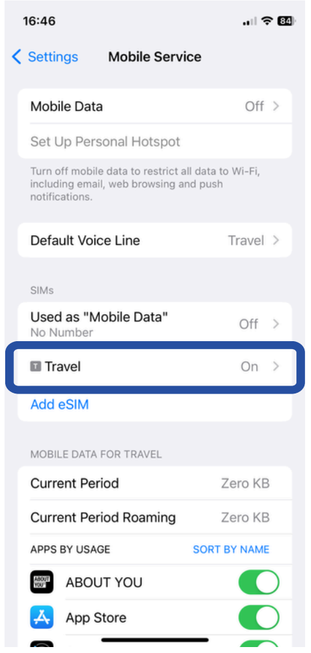
11



Check that Mobile Data is set to the **eSIM you just added**.

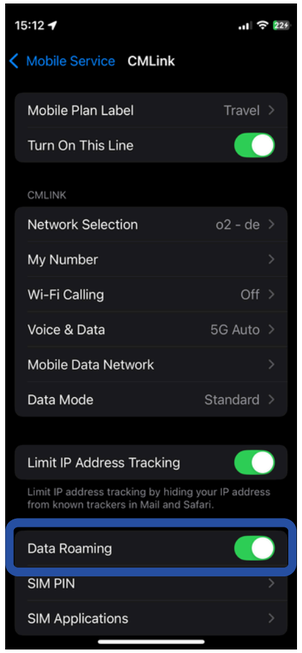
Displayed in various ways depending on the device (personal, business and travel etc.)

12



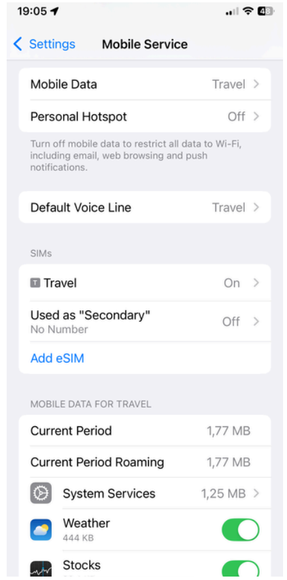
Go back to Mobile Data and tap **Travel** under **SIMs**

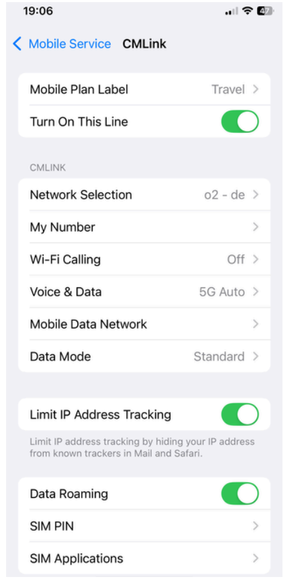
Without Scanning 05

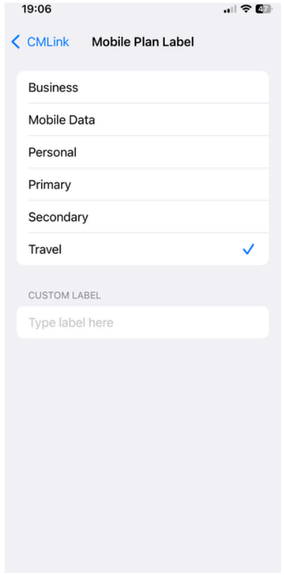


Activate **Data Roaming**
You need to enable Data Roaming
to use the eSIM

⚠️ Notice







To avoid confusion between the existing eSIM and the newly installed eSIM, please update the labels (names) appropriately.

✅ 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!

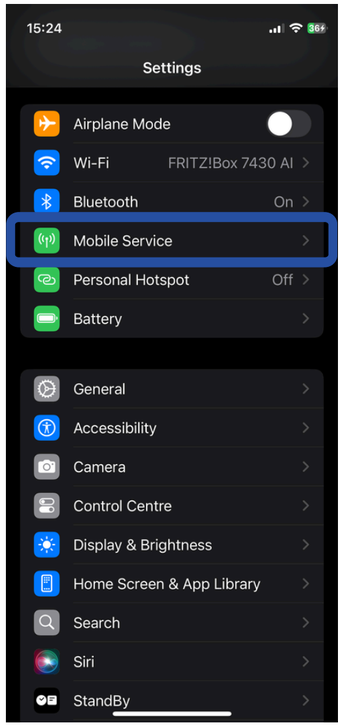
"I've installed it as instructed,
but the internet is not working! 😢📶❌"

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

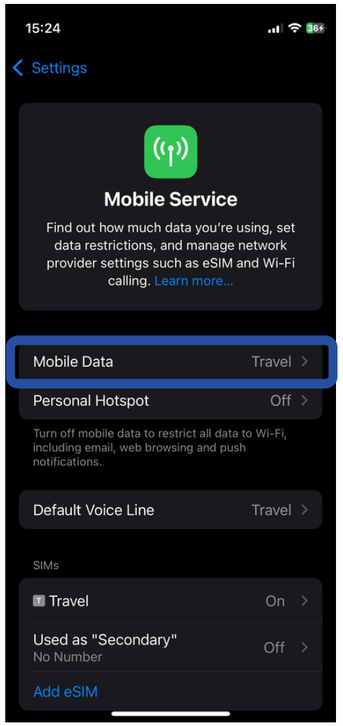
"I've installed it as instructed, but the internet is not working! 😢📶❌"

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

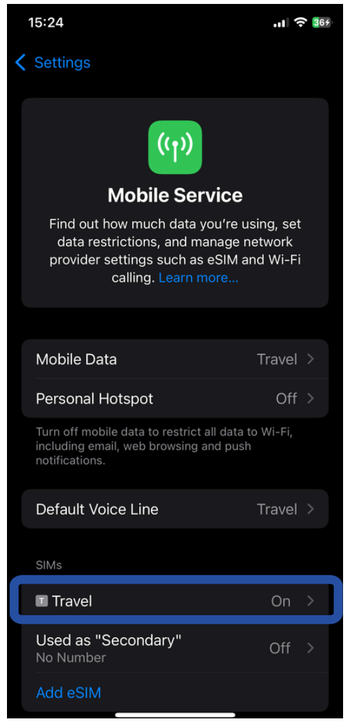
Solution 01



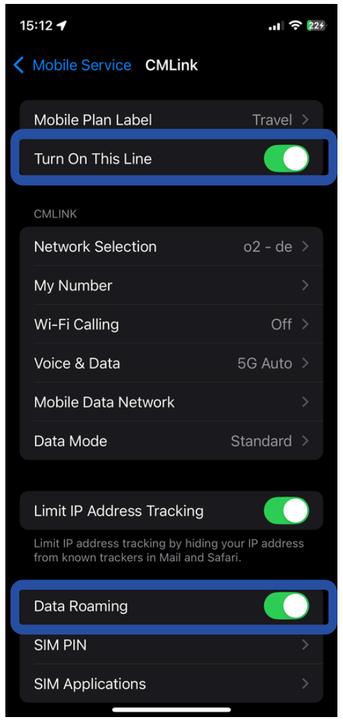
Go to Settings on your device and tap **Mobile Service**



Make sure the **installed eSIM** is selected under Mobile Data.



Tap on the **installed eSIM**



Turn on this **Line** and **Data Roaming**

"**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!

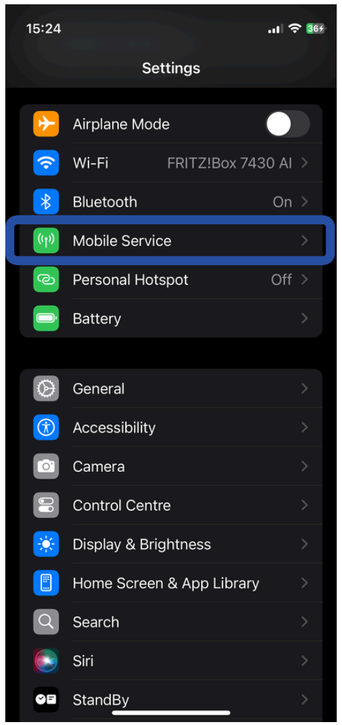
"Installation was successful,
but the internet is slow! 😟💤📡"

Don’t worry, here’s how to solve it!

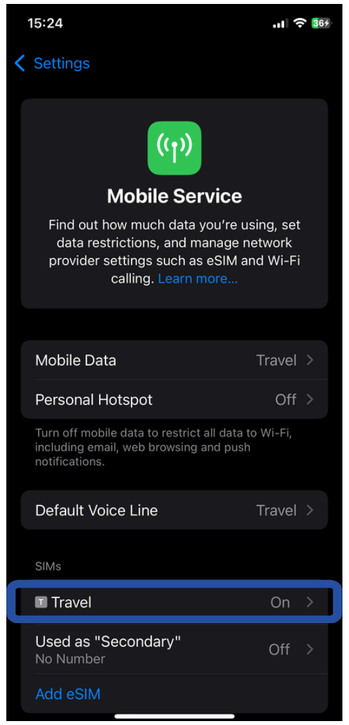
"Installation was successful, but the internet is slow! 😟💤📡"

Don’t worry, here’s how to solve it!

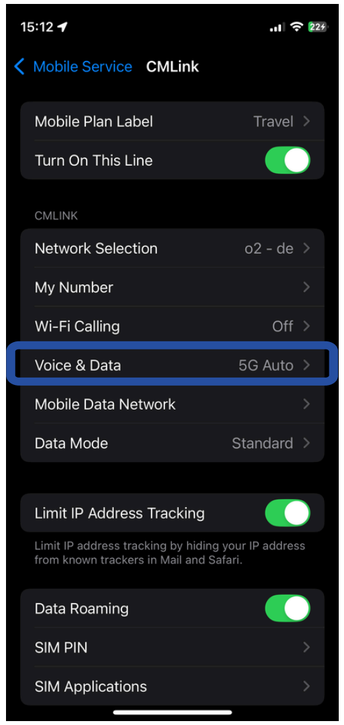
Solution 01



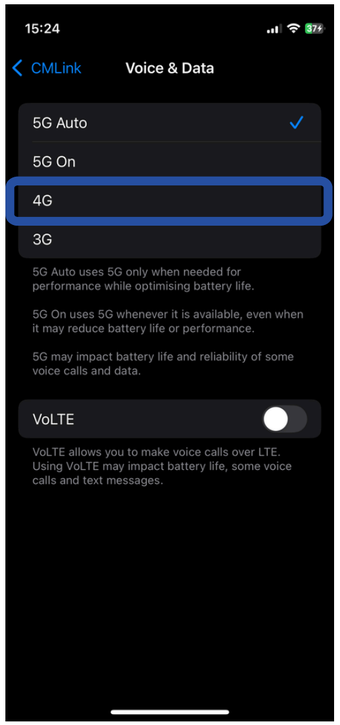
Go to Settings on your device and tap **Mobile Service**



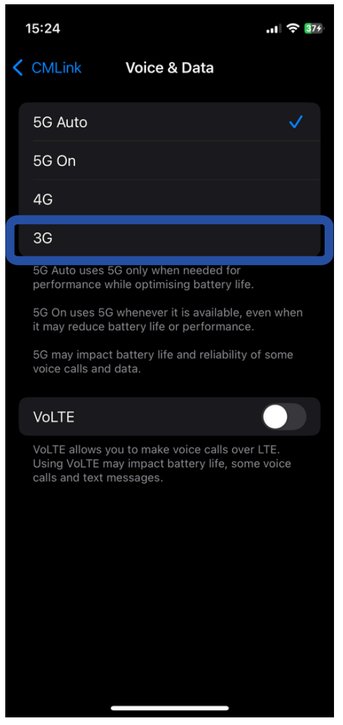
Tap on the **installed eSIM**



Tap **Voice & Data**



Switch to **LTE (4G)** and check if the speed improves.



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

"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! 🆔🔒📶"

You can resolve this using the steps below!

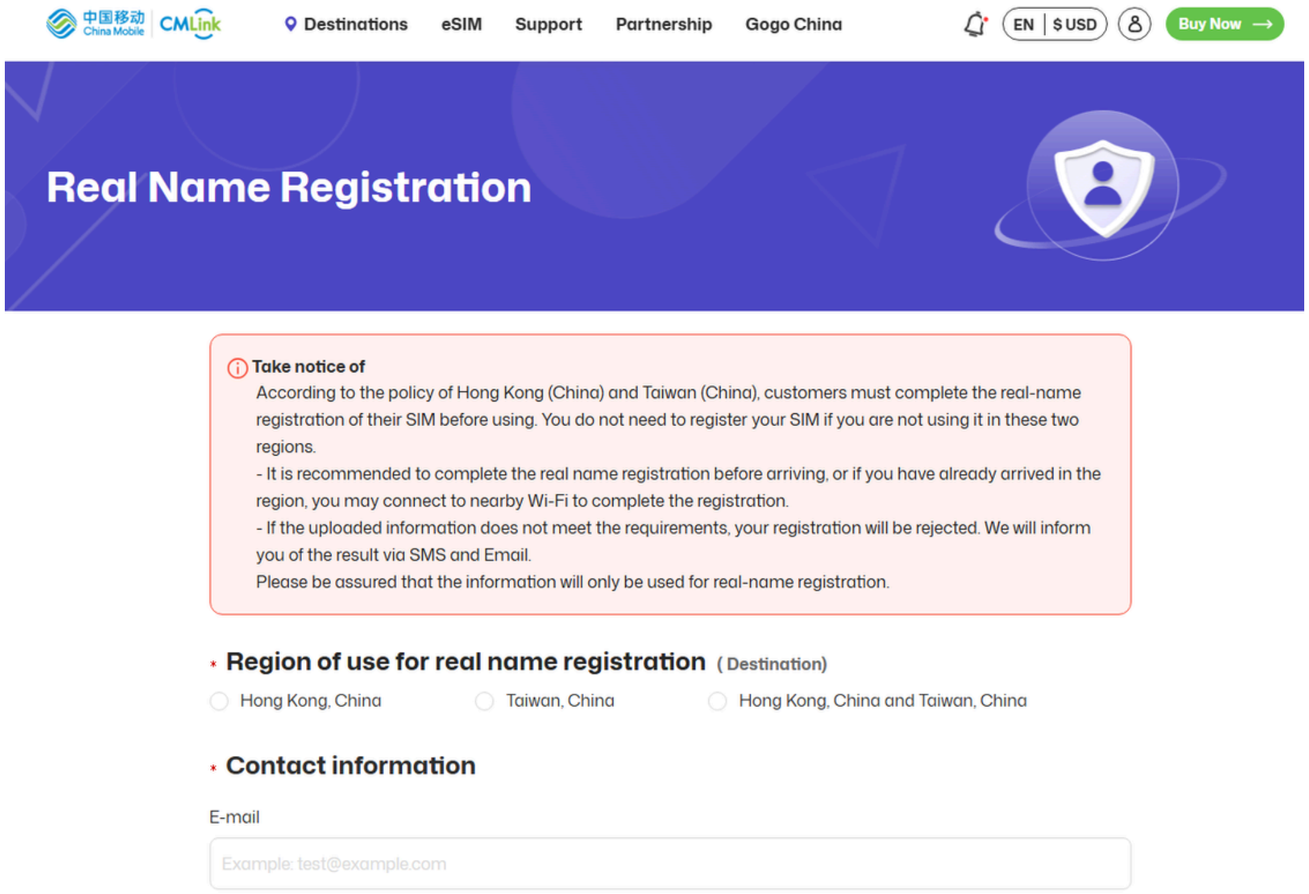
Countries requiring eSIM registration 01

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

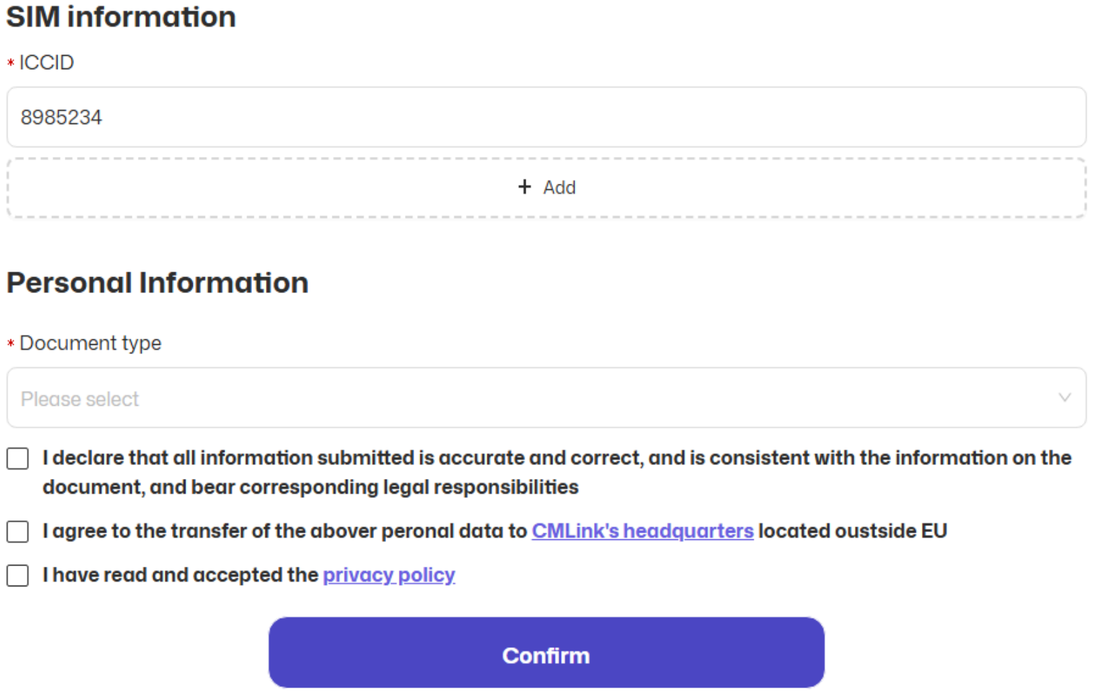
Countries requiring eSIM registration 02

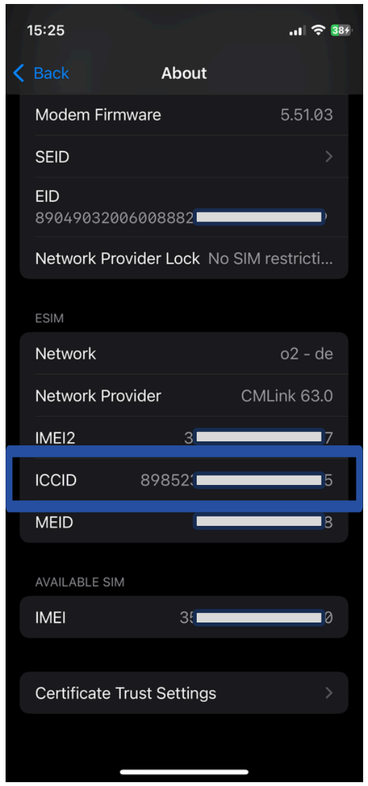


1. Please install the purchased eSIM on your phone first.

2. Fill out the form on the page according to the required format.

Countries requiring eSIM registration 03

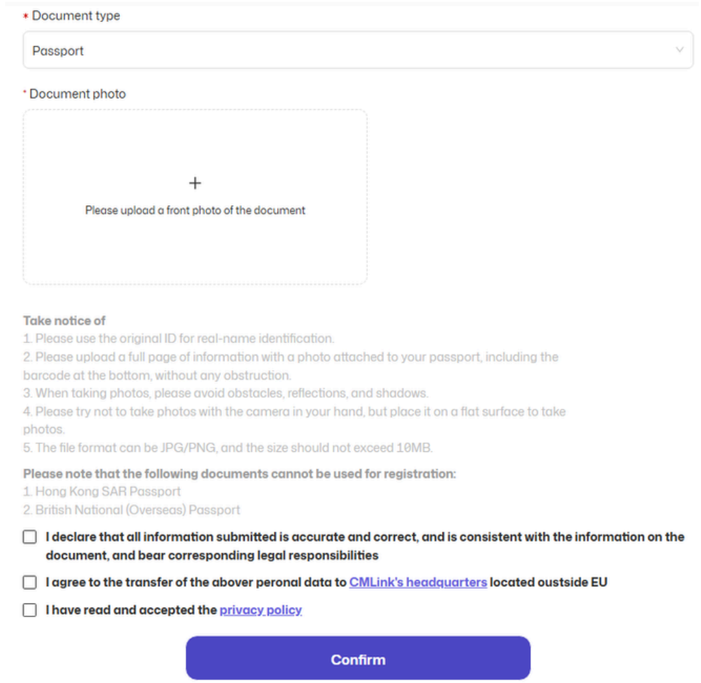




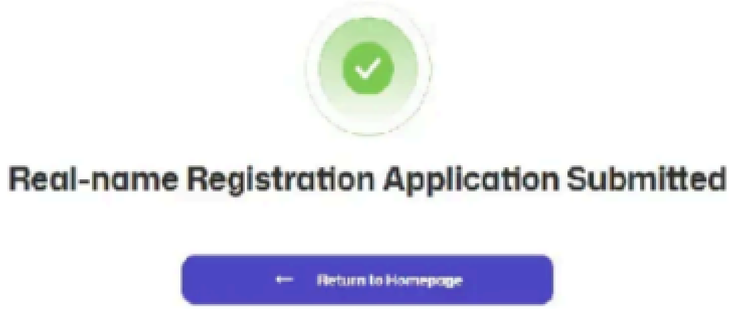
3. Once the eSIM is installed:
Go to **Settings > General > About**, then scroll down to find and enter the **ICCID**.

**You can enter multiple ICCIDs at once.*

Countries requiring eSIM registration 04



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 **iOS**

eSIM Story

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