GX® eSIM

GigaXeSIM Installation Guide for Android

Your data connection, anywhere in the world.

Step 1.

Install your eSIM before departure

Step 2.

Activate your eSIM at your destination

⚠ Before you begin, please note:

1. Your device must support eSIM
→ If your device does not support eSIM, don't worry — you can order a physical eSIM card on our website during checkout.

2. This eSIM does not support phone calls or SMS
→ GigaXeSIM is a data-only plan designed for internet access.

3. Installation requires a network connection
→ A stable Wi-Fi is recommended during installation.
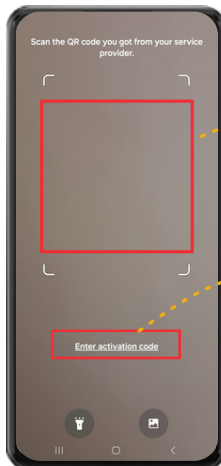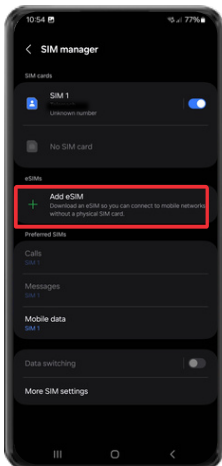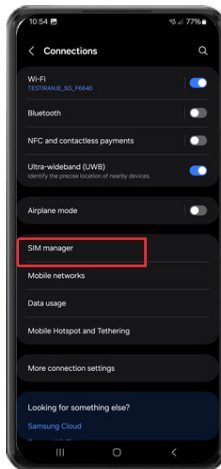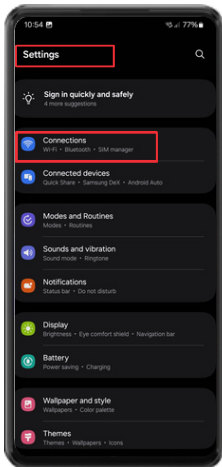
Step 1.

Installation

You can install your eSIM using one of the two methods below:

1. Go to Settings ⚙️

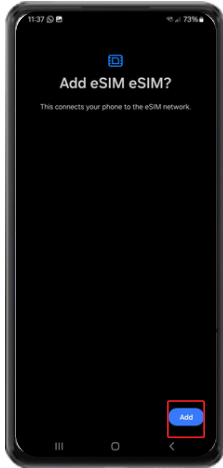2. Connections

3. Tap the > SIM manager

4. Add eSIM

OPTION 1:

Use another device to desplay → QR code for scanning

OPTION 2:

Enter the code you received by email → Manually

Final steps before activation

Once the QR code is scanned (automatically or manually), the following screens will appear:

→ **Tap ADD** → Adding eSIM
Activation may take a few moments depending on network conditions.

→ Allow data on your secondary SIM while making calls — this ensures your internet stays connected even during phone calls.
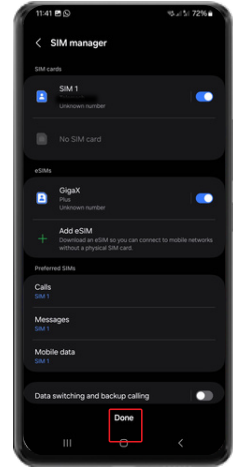
→ Mobile Plan **Setup Complete**. eSIM will be shown in the list.

→ You can rename your eSIM for easier management.

→ **Turn off your eSIM until you arrive.**
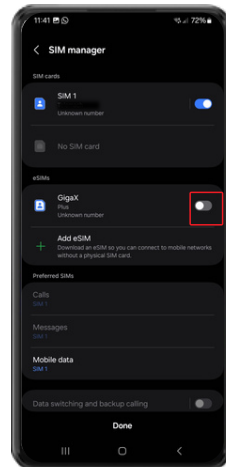
Your eSIM was
successfully installed.
You can confirm this by going to Settings > Connection > SIM manager.

Note on auto-activation:
To avoid using data before your trip, turn off roaming on all your mobile data plans and turn it on when you have arrived at your destination.

Having issues?

Code invalid" or "Already used"?
Your eSIM might already be installed on your device.
Go to Settings > Connection and check your active plans.

Installation won't start?
Ensure Airplane Mode is disabled and you're connected to a reliable Wi-Fi or personal hotspot.
Try switching to another network if needed.

eSIM shows "Activating" for a long time?
This is normal if you haven't reached your destination.
The device is waiting to connect to a supported local network.
You can wait or briefly toggle Airplane Mode on and off.

Important:
Each eSIM is single-use only – it **can't** be installed on more than one device or reused.
If you try to scan it again, it may appear as expired or already activated.

Still need help?
Reach us directly via the red chat button at:
https://gigaxesim.com or helpdesk@gigaxesim.com

Once you've checked everything above and arrived **at your destination**...

Continue to **Step 2: Activate your eSIM**

Activate eSIM

Now that you've arrived, it's time to activate your eSIM.
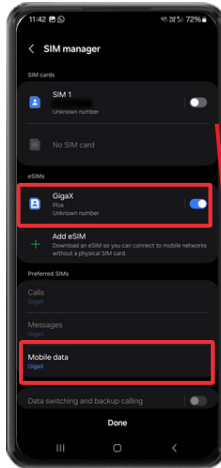
Follow these steps to switch to your eSIM and enable mobile data:

1.

→ Open Settings
→ Tap **Connection**
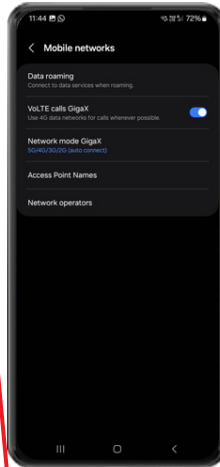→ Under SIMs, **choose your eSIM** → **Turn ON eSIM**

(Phone may automatically assign a generic name to your eSIM – like "eSIM2" or similar. You can rename it at any time.)

→ **Turn ON Mobile Data**

2.

→ Open Settings
→ Tap Connection
→ **Mobile Networks**
→ **Data Roaming ON**
→ **VoLTE calls ON**
→ Allow secondary SIM to use data during calls **OFF**

Turn OFF your primary SIM (optional)
This helps avoid unwanted roaming charges from your original provider.
Connection → SIM manager → Primary SIM (SIM1) → **Turn Off**

You're all set!

Once your eSIM connects to any supported local network, you'll be online and ready to go.

Enjoy your trip and stay connected with GigaXeSIM!

FAQs and Troubleshooting

When is my eSIM activated?
Activation happens automatically when your phone connects to a supported mobile network in your destination country.
Make sure data and roaming are turned on once you land.

Will I get a phone number or SMS with GigaXeSIM?
No, GigaXeSIM is a data-only service.
You can still use apps like WhatsApp, Viber or Messenger to make calls and send messages over mobile data.

Can I use my regular SIM and GigaXeSIM at the same time?
Yes. You can keep your physical SIM for calls and SMS, and use GigaXeSIM for mobile data.

What if my iPhone doesn't support eSIM?
If your device is not compatible, we offer a physical eSIM card.
Delivery is available in select countries and must be ordered at least 45 days before your trip.

What if my eSIM doesn't activate immediately?
This can happen if you're not yet connected to a local network.
It's normal for iPhones to show "Activating" for up to 30 minutes.

Why do I see "Invalid" or "Already used"?
Each eSIM can only be installed once, on one device.
If the code is invalid, it's likely already been used.
Check if the eSIM appears in Settings > Mobile Data.

Why isn't my internet working after arrival?
Make sure mobile data is set to use GigaXeSIM and that data roaming is enabled.

Can I top up my eSIM if I run out of data?
Yes, you can top up any time via our website.
After purchasing a new plan, toggle airplane mode on and off if the plan doesn't activate immediately.

Can I install the same eSIM on more than one device?
No. Each eSIM can only be installed on one device and cannot be transferred.

If the issue persists, please visit our website and use the chat function to contact a support agent:
⚠️ https://gigaxesim.comn or email us helpdesk@gigaxesim.com

Your data connection, anywhere in the world.