



KIMCHI MOBILE

USERS' INSTRUCTIONS

- For IOS Users ● For Android Users,

Install your Data Plan with eSIM

Your current cellular plan uses your nano-SIM, and here we guide you on how to add your eSIM cellular plan and use it when you are in your travel destination.

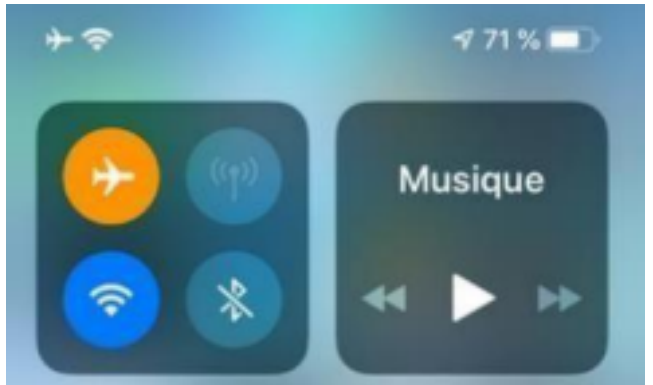
Your eSIM will be stored digitally on your device. When you buy it online, you will receive a QR Code to scan and add to your phone.

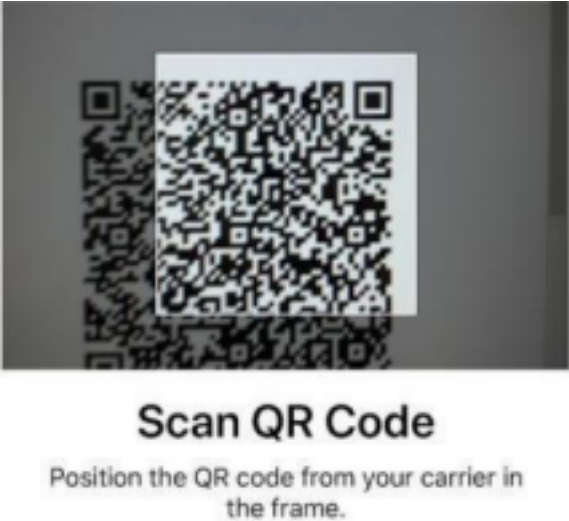
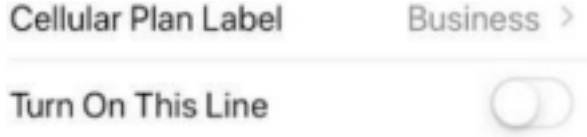
Important:

- Your eSIM will start when you install it on your phone or when it connects to a supported network, depending on the plan you buy. The eSIM starting time will be specified in its description on our website. This is just a general instruction.
- Please make sure to have the following items available before installation:
 - [a carrier-unlocked and eSIM-compatible device](#)
 - eSIM QR code (that is contained in the email sent to you after your payment)
 - Stable Wi-Fi connection.
- The QR code provided to you can be scanned ONCE only. In case you have issues adding or using it, please DO NOT REMOVE/DELETE, but contact us for assistance.
- Refund will be made only when our eSIM has an error that has been communicated to us and cannot be fixed by us.

Here are the detailed instructions to use the eSIM provided by Kimchi Mobile

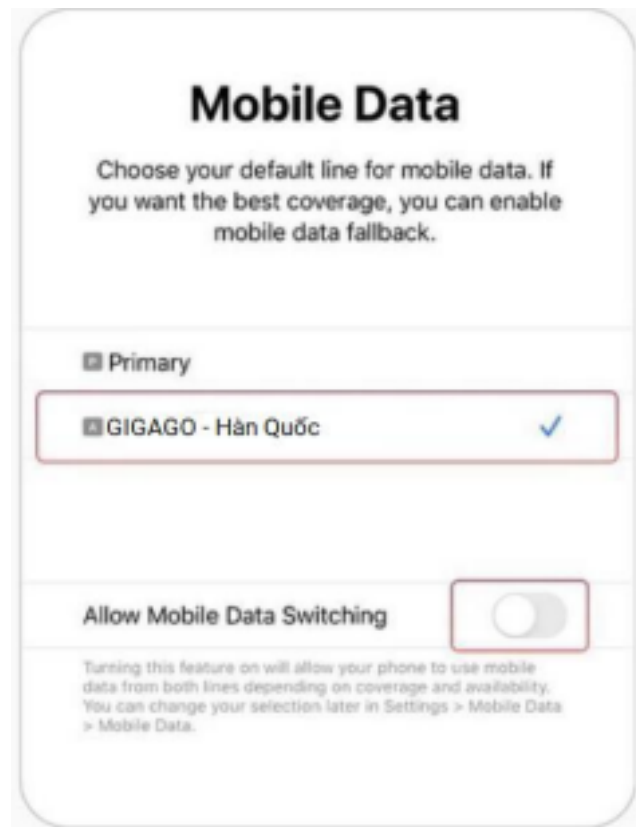
iPhone Devices

1. Install before your flight	
1.1. Enable a Wi-Fi connection so you can download your eSIM	
1.2. Go to Settings  > Cellular / Mobile .	

1.3. Tap Add a cellular plan / Add Mobile Data Plan / Add eSIM.	
1.4. (Select Use QR code for iPhone with iOS16 or higher) Scan the QR code provided by Kimchi Mobile.	
1.5. Tap Add Cellular Plan / Add Data Plan / Continue <i>This activation step may takes up to 15 – 20 minutes for iOS 16 iPhones.</i>	
1.6. Label your eSIM.	

1.7. Set **Default Line** and **Default Cellular Data** • Set the eSIM as the **Default Mobile Data** / **Default Cellular Data**.

Note: You need to turn OFF **Allow Mobile Data Switching** to avoid automatically switching to your primary SIM when using data.

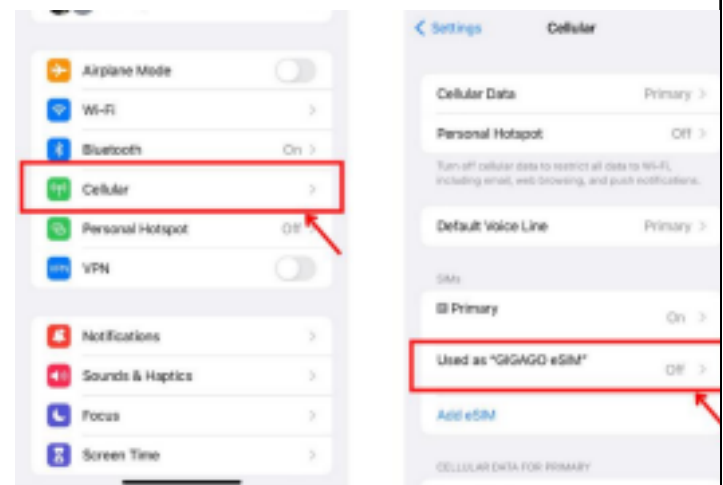


2. Set up eSIM when arriving at your destination.

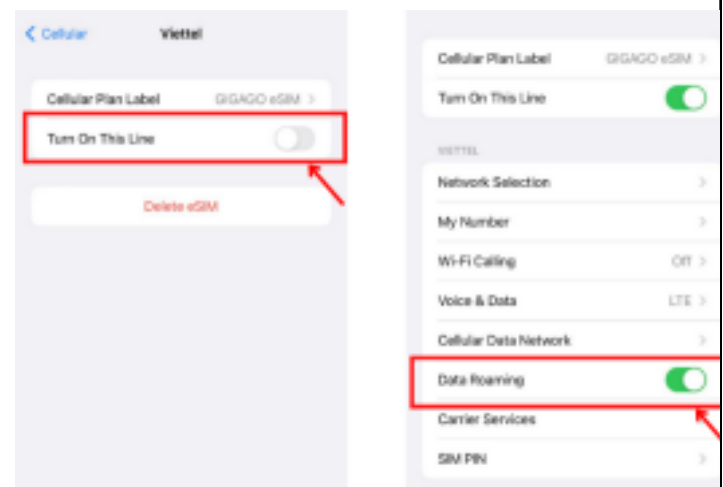
When landing at your destination, you need to turn ON eSIM and turn ON Data roaming to start using mobile data.

Note: Some eSIM plans will require you to send an SMS to activate the data plan. Please read carefully the email instructions.

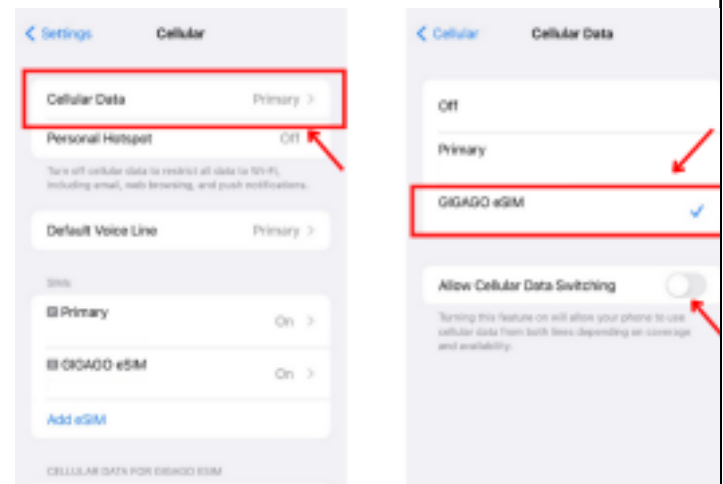
2.1. Go to **Settings > Cellular/Mobile data >**
Tap on the eSIM.



2.2. Tap on **Turn on this Line** > Turn ON **Data roaming**.

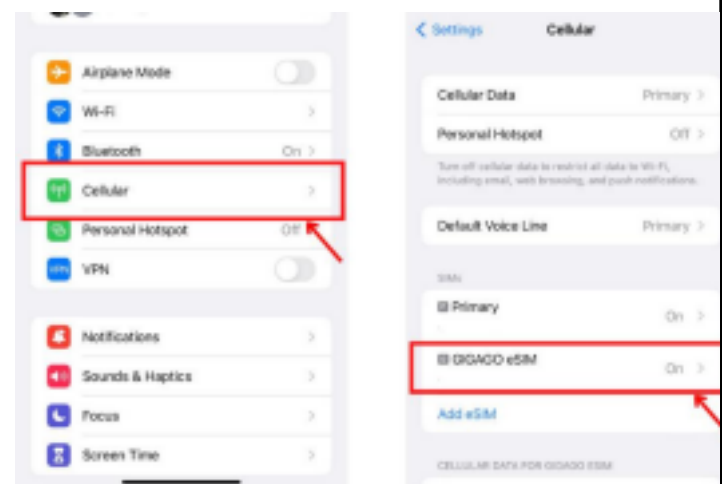


2.3. Back to **Settings** > **Cellular/Mobile data**.
2.4. Go to **Cellular Data/Mobile Data** > Set eSIM as **Mobile Data** > Turn OFF **Allow switching data**.



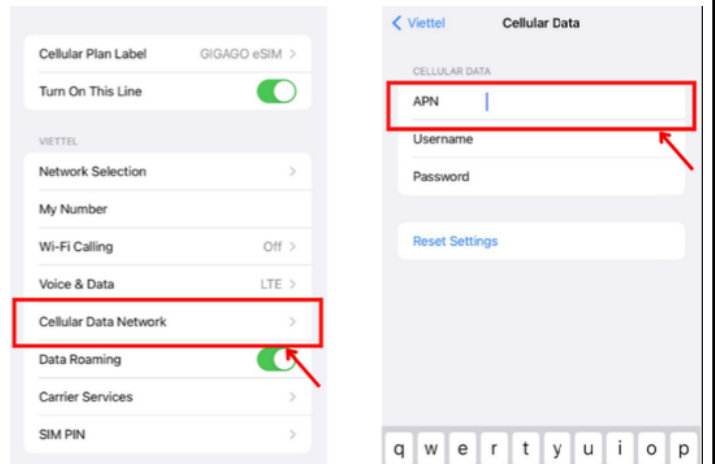
3. If you can not access the mobile internet, please go to eSIM to set up APN as the guide below:

3.1. Go to **Settings** > **Cellular** > Tap on the eSIM.



3.2. Go to Cellular Data Network > Enter the APN (Noted in the email).

Then, turn the **Airplane Mode** ON and then OFF, and enable the Mobile data to enjoy the internet at your destination.



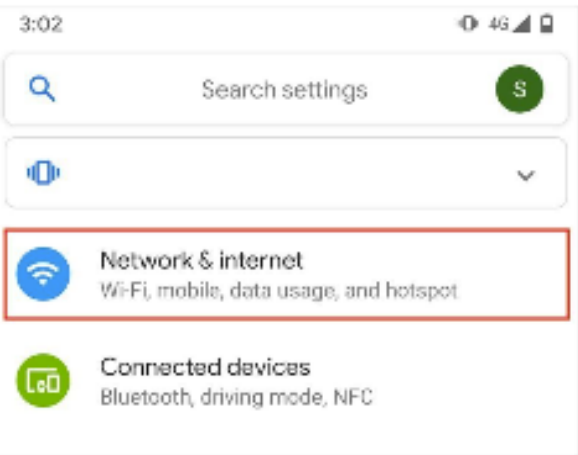
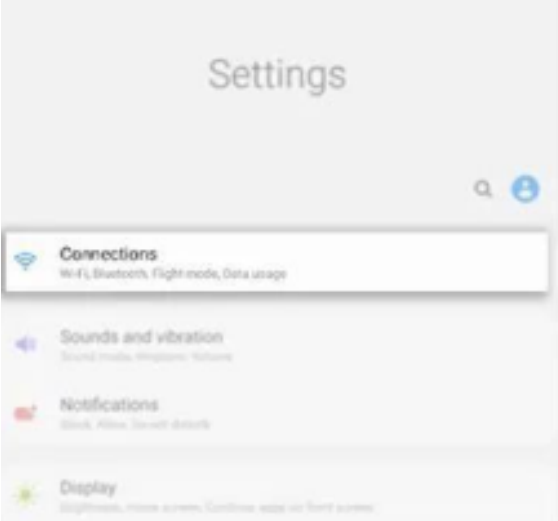
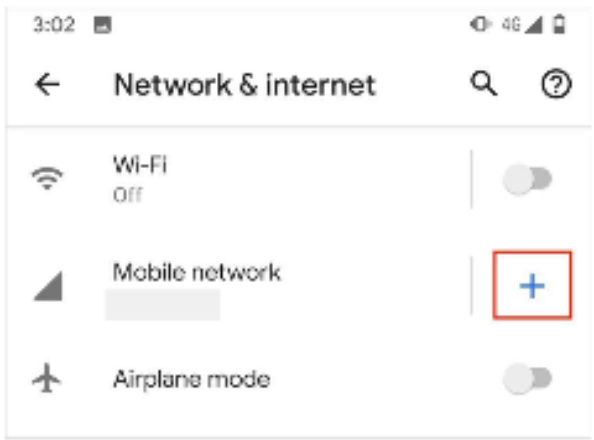
Important Note for iPhone Users Activating eSIM in Korea:

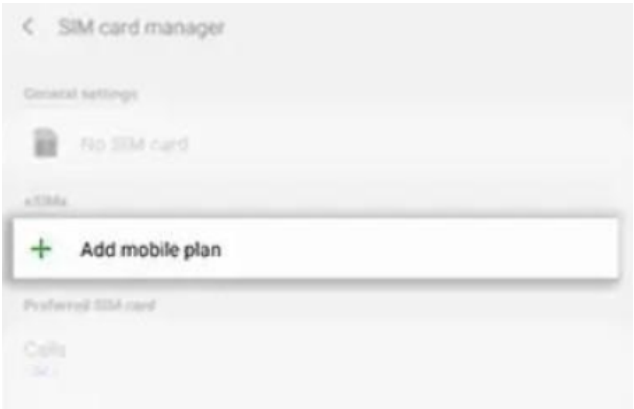
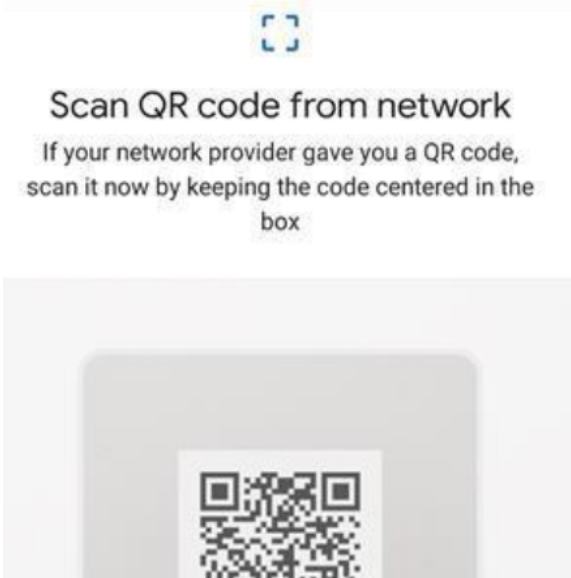
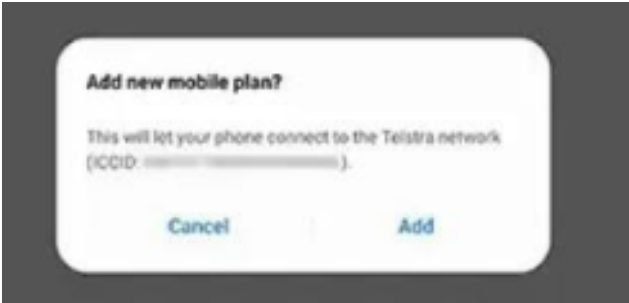
Before you proceed with activating your Kimchi Mobile eSIM card in Korea, please be aware of the following key points:

1. Compatibility: Ensure that your iPhone model is eSIM-compatible. Most iPhones from the XS model and later support eSIM.
2. Carrier Unlocked: Your iPhone must be carrier-unlocked to activate an eSIM successfully.
3. Wi-Fi Connection: Make sure to have a stable Wi-Fi connection during the activation process.
4. Starting Time: Be mindful that your eSIM will be activated either immediately upon installation or upon connecting to a supported network.
5. Data Roaming: Upon landing in Korea, remember to turn ON 'Data Roaming' in your iPhone settings to use the eSIM data.
6. Single Scan: The eSIM QR code sent to you can only be scanned once. Do not remove or delete the eSIM profile without first contacting customer support.
7. No Mobile Data Switching: After activating, go to Settings and turn OFF 'Allow Mobile Data Switching' to ensure your phone uses the eSIM data plan.

By keeping these points in mind, you can ensure a smooth and hassle-free eSIM activation experience in Korea.

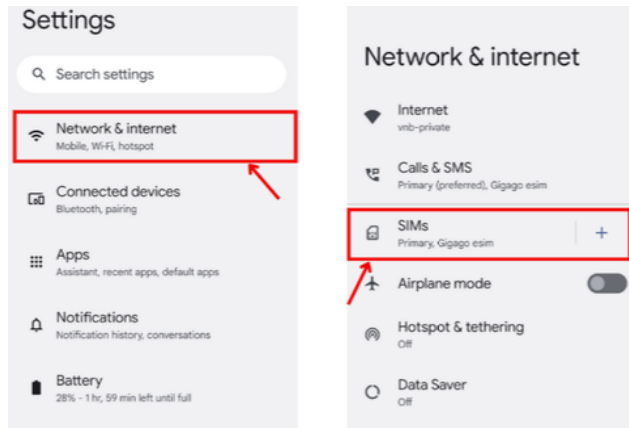
Android Devices

Google Pixel	Samsung
1. Install before your flight.	1. Install before your flight
1.1 Go to Settings >> Network & internet  The screenshot shows the 'Settings' app on a Google Pixel. The 'Network & internet' option is highlighted with a red rectangular box. Below it, 'Connected devices' is visible. The status bar at the top shows the time as 3:02 and 4G connectivity.	1.1 Go to Settings >> Connections  The screenshot shows the 'Settings' app on a Samsung device. The 'Connections' option is highlighted with a red rectangular box. Other visible options include 'Sounds and vibration', 'Notifications', and 'Display'. The status bar at the top shows the time as 11:02.
1.2. Tap + next to Mobile Network or SIMs  The screenshot shows the 'Network & internet' settings on a Google Pixel. The '+' icon next to the 'Mobile network' option is highlighted with a red rectangular box. Other options include 'Wi-Fi' (Off) and 'Airplane mode' (Off). The status bar at the top shows the time as 3:02.	1.2 Select SIM card manager  The screenshot shows the 'SIM card manager' screen on a Samsung device. The 'Add mobile plan' option is highlighted with a red rectangular box. Other options include 'No SIM card', 'Preferred SIM card', 'Cells', 'Text messages', and 'Mobile data'. The status bar at the top shows the time as 11:02.

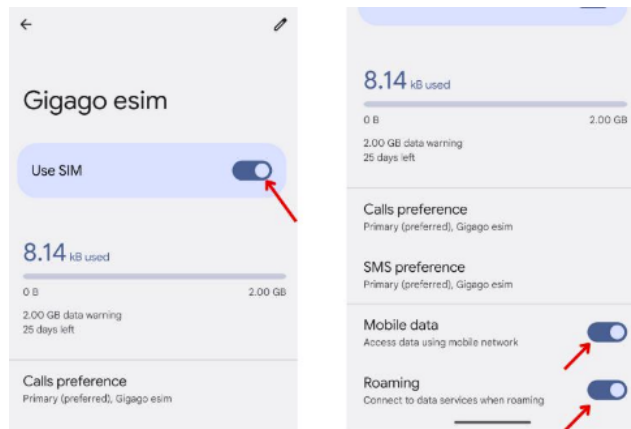
1.3. Tap Don't have a SIM Card? in case your phone has no other SIM card, or Download a SIM instead. In case one SIM card is available on your phone. You might be asked to use dual SIM for the next step, but tap “No” and stick to 1 SIM. You can activate 2 SIM later in Settings if you want to.	1.3 Tap Add Mobile Plans on eSIMs block 
1.4 Scan the QR code we provide 	1.4 Press Add plan using QR code or Scan carrier QR code and scan the QR code we provide Some phones ask you to provide the activation code. Please use a QR code reader and scan your eSIM QR code for this activation code. In case you cannot get it, please contact us. 
1.5 Tap Continue to add this data plan to your phone.	1.5 Add it to your phone Your phone will find it. Agree to add it to the download. 
1.6 Turn off your eSIM if you are not in your travel destination or do not want to use it immediately.	1.6 Turn off your eSIM if you are not in your travel destination or do not want to use it immediately.

2. Activate your eSIM

2.1. Turn ON eSIM and Data roaming: • Go to **Settings > Network & Internet > SIM**.

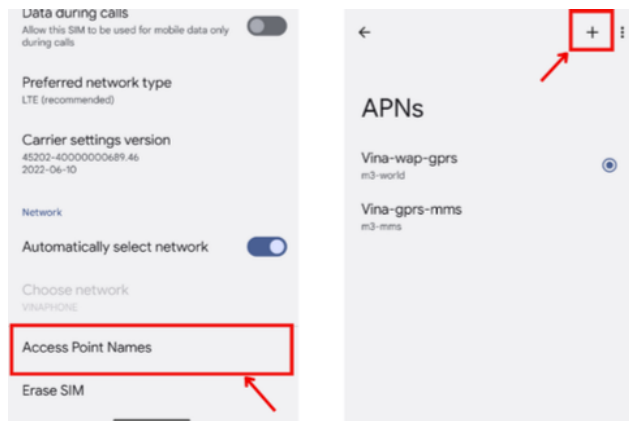


• Tap on the eSIM > Turn ON **eSIM**, **Mobile data**, **Data roaming**.



2.2. If you cannot access mobile internet, please set APN as the guide below:

• At the screen of the eSIM option, scroll down and tap on **Access Point Name** > Tap on **+** button.

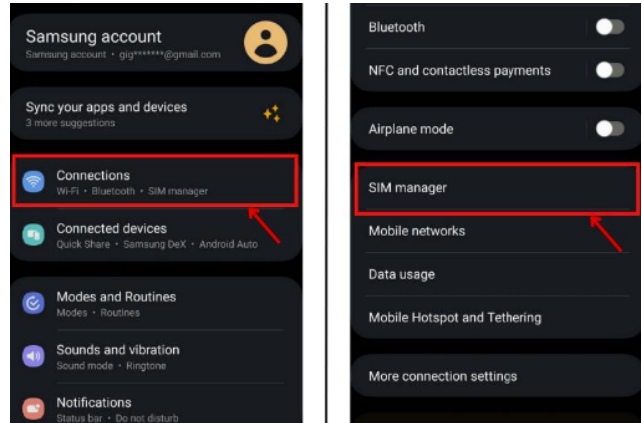


• Enter the APN (provided in the email) into the APN section.

2. Activate your eSIM

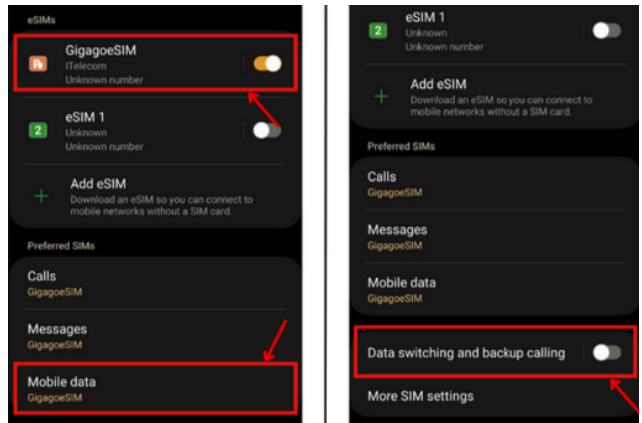
2.1. Turn ON eSIM:

• Go to **Settings > Connections > SIM card manager**.

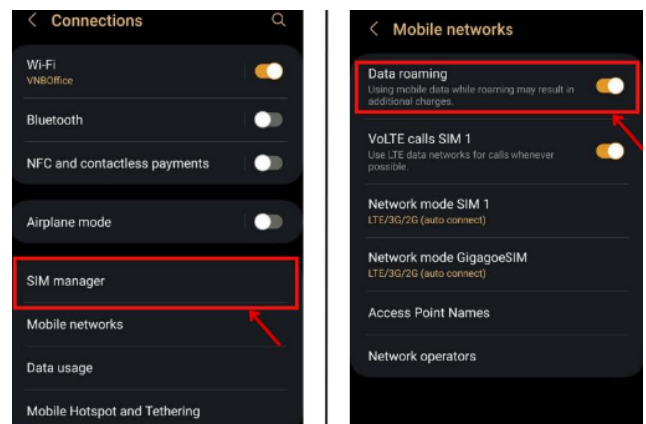


• Tap on the eSIM > Turn ON **eSIM** > Set eSIM as **Mobile Data**.

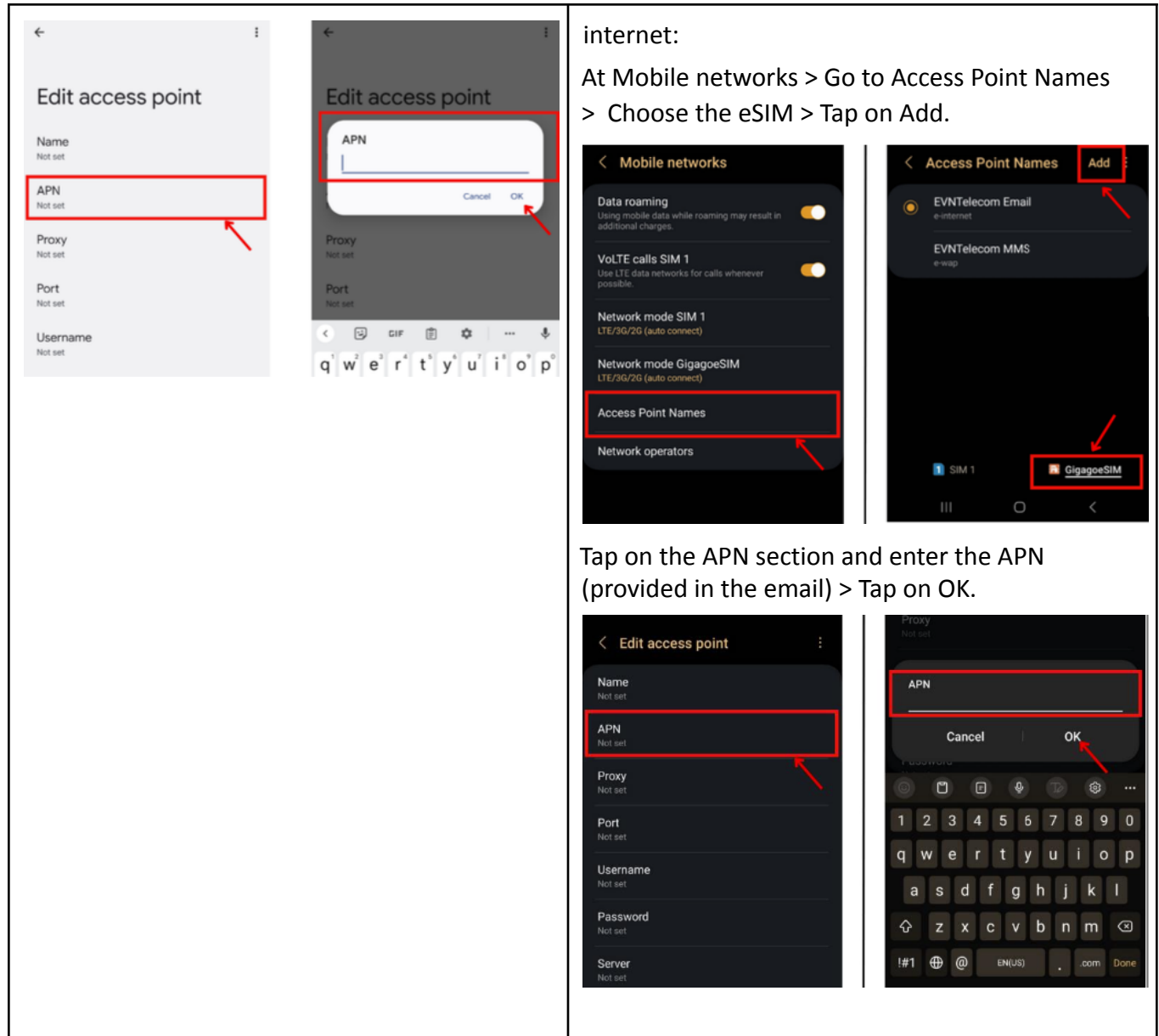
Note: Turn OFF Data switching and backup calling.
2.2. Turn ON Data roaming:



Go to **Settings > Connections > Mobile Networks** > Turn ON **Data roaming**.



2.3. Set up APN if you cannot access the mobile



Please be informed that the steps above may slightly differ depending on the smartphone model & carrier.

Important Note for Android Device Users Activating eSIM in Korea:

If you're looking to activate a 30-day, data-only eSIM card on your Android device in Korea, please consider the following crucial points:

1. **Device Compatibility:** Make sure your Android device is eSIM-compatible. Brands like Google Pixel and some Samsung models support eSIM.
2. **Unlocked Device:** Your Android device must be carrier-unlocked for eSIM activation to be successful.
3. **Wi-Fi Required:** A stable Wi-Fi connection is needed during the activation process to download the eSIM profile.
4. **Activation Timing:** Your eSIM will become active either immediately upon scanning the QR code or when it connects to a compatible network, based on the plan you purchased.
5. **Data Roaming:** Don't forget to turn ON 'Data Roaming' in your settings as soon as you land in Korea to begin using your eSIM data.
6. **QR Code Limit:** The QR code you'll receive for eSIM activation can only be scanned once. If you encounter any issues, do not delete the eSIM profile; contact customer support instead.
7. **Disable Data Switching:** After eSIM activation, go into your settings and make sure to disable any 'Data Switching' or 'Smart Network Switch' options to ensure your device uses only the eSIM for data.

By keeping these considerations in mind, you can enjoy a smooth and seamless eSIM activation experience with your Android device in Korea.

What if you cannot connect to the internet with the eSIM?

In case you cannot connect to the internet after completing all the steps above, please configure your APN as follows:

- **For iOS devices:** Go to Settings > Cellular/Mobile data > your eSIM > Cellular Data Network, and then enter all APNs as *mentioned in the email*.
- **For Samsung Phones:** Go to Settings > Connections > Mobile networks > Access Point Name > Tab Add on top bar > Name it > APN as *mentioned in email*
- **For Google Pixel Phones:** Go to Settings > Network & internet > SIMs > select your eSIM > Access Point Names > Tab + on top bar > Name it > APN as *mentioned in email*