

How to install and activate your Holafly eSIM on Samsung Galaxy

⚠ Install before your trip and activate only at your destination.

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1. Installation

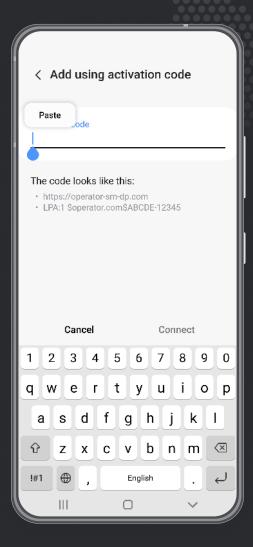
You can install your eSIM manually by copying and pasting the installation codes we send you by mail or by scanning the QR code. For the latter, you must have it printed or on another device to scan it. Choose the best option for you.

You can install your eSIM:

- 1. Manually by copying and pasting the installation codes or
- 2. Scanning the QR code.

Both were sent to you in the same email. For the latter option, you must have it printed or on another device to scan it. Choose the best option for you.

We recommend installing the eSIM before your trip.

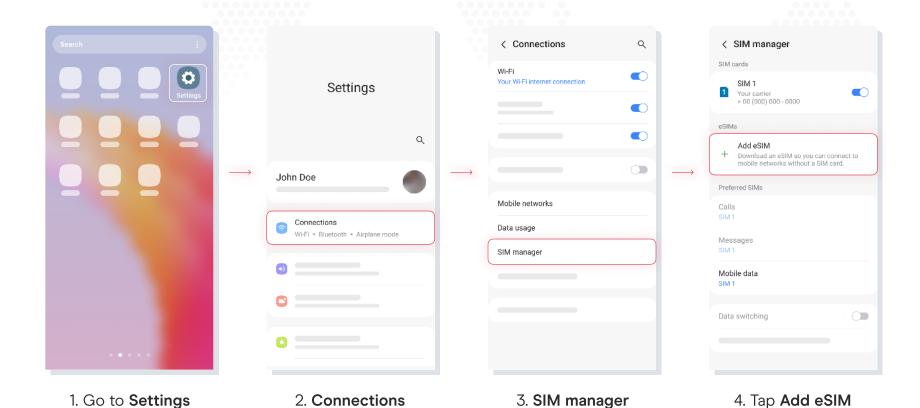


1.1. Manual installation

You only have to copy and paste the codes we send you by mail. This option is ideal when you do not have another device.

Option 1

1.1. Manual installation

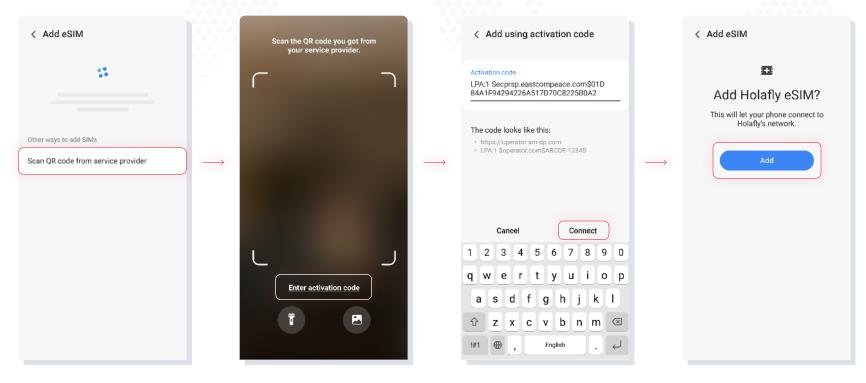


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1.1. Manual installation



5. Scan QR code from service provider

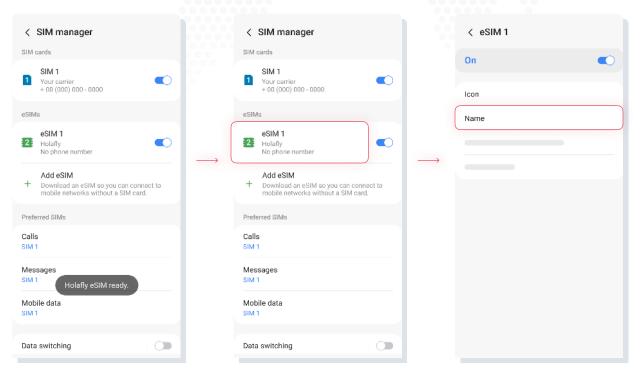
6. Tap Enter activation code

7. Paste the code we sent to your e-mail, and tap Connect.

8. Tap **Add** and wait



1.1. Manual installation



9. The installation is done

10. Tap on **your** new eSIM

11. Tap **Name** and rename it. We recommend you to call it, for example: "Holafly Spain"





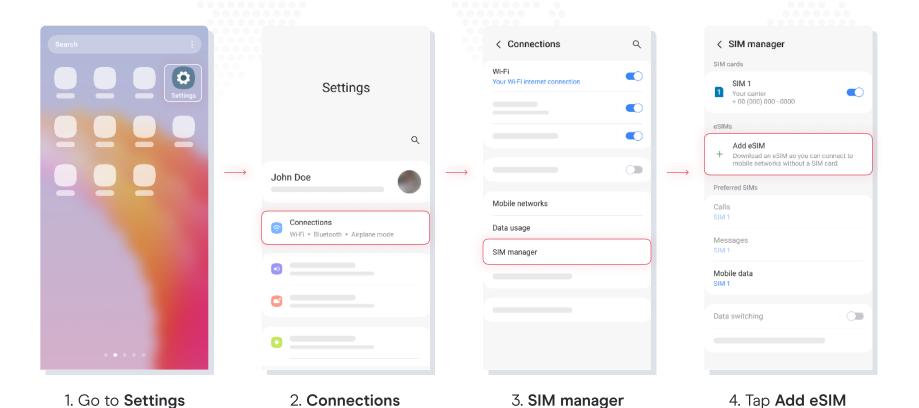
Option 2

1.2. QR installation

Choose this option if you have the QR code printed or on another device to scan it from your cell phone.

Option 2

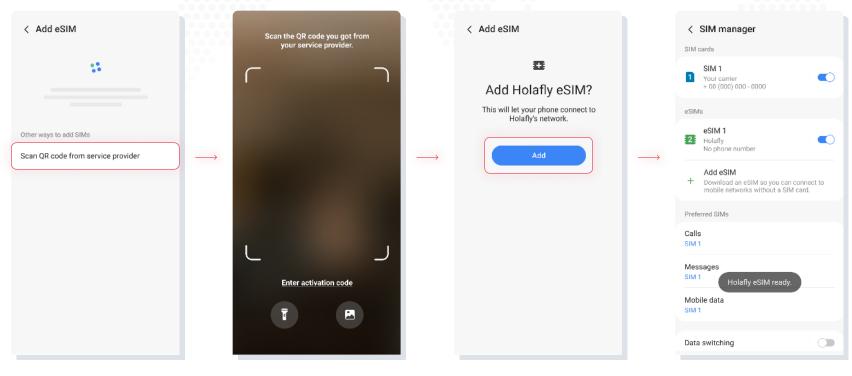
1.2. QR installation



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1.2. QR installation



5. Scan QR code from service provider

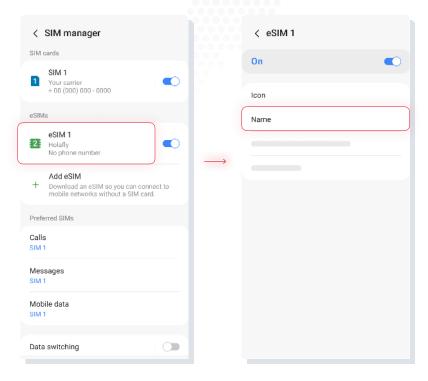
6. Scan the code you received from Holafly

7. Tap **Add** and wait

8. The installation is done



1.2. QR installation



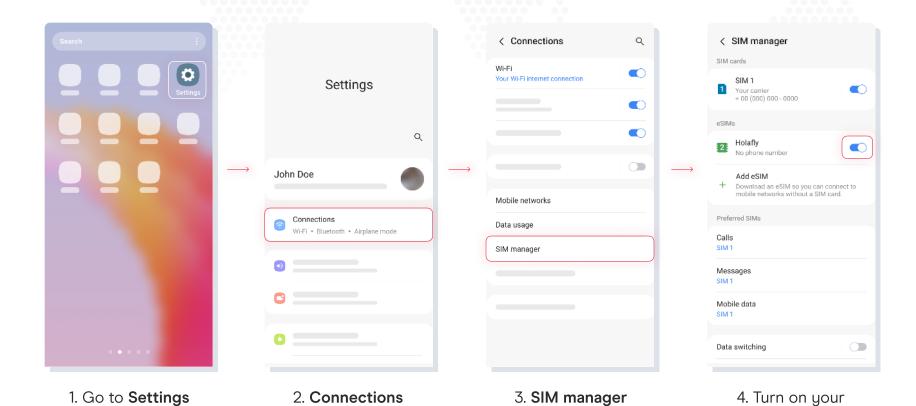
9. Tap on **your new eSIM**

10. Tap **Name** and rename it. We recommend you to call it, for example: "Holafly Spain"



Activate only at your destination.

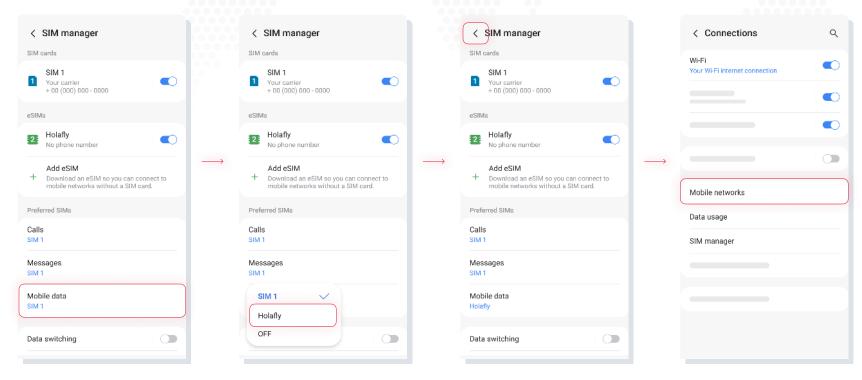
2. Activation



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Holafly eSIM





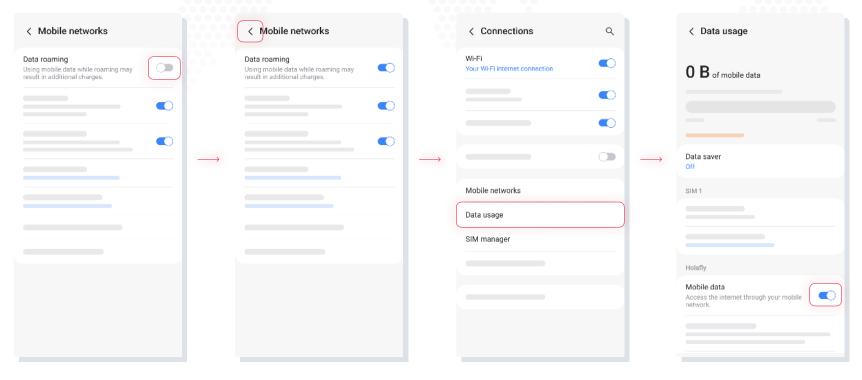
5. Tap on Mobile data

6. Select Holafly as your SIM for data.

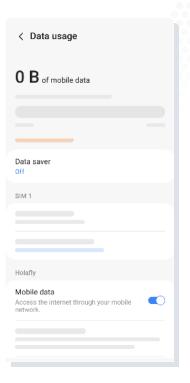
7. **Go back** to Connections

8. Tap on **Mobile** networks





- 9. Turn on Data roaming
- 10. Go back to Connections
- 11. Tap on **Data usage**
- 12. Make sure **Mobile** data for Holafly is on



13. The activation is done

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3. Verify your connection

- One way is to verify that the signal icon on the top bar of your phone has at least one bar.
- Also, you can go to Settings → Connections → Mobile networks and verify that the Data Roaming toggle is on.

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Holafly

4. Help

Find answers to the most frequently asked questions.

Also you can write to our 24/7 Customer Service line: +(1) 661 384-8482

Can I install the eSIM without an internet connection?

To install the eSIM it is necessary that you have an Internet connection through a WI-FI network or cellular data that allows you to carry out the necessary configuration on your cell phone. For this reason, we recommend that you install it before you arrive at your destination.

Can I activate the eSIM without an internet connection?

To activate the eSIM, you do not need to have an Internet connection, since activating roaming or data roaming from your cell phone settings will activate the plan. We recommend that you activate as soon as you arrive at your destination so as not to consume your data plan ahead of time.

Why do I need internet to use the app?

You need to have an Internet connection, because it is necessary to validate the data provided with third parties, and, so that you can see the consumption of your data plan.

Bye bye, roaming.