

How to download an Airalo E-Sim - Wendy Wu Tours – Transcript –

Hi, my name's Matt. I'm head of operations here at Wendy Wu Tours and today we're going to talk to you about eSIMs and take you through a step-by-step guide of how eSIMs work.

When to set up an eSIM:

You have to set up an eSIM before you travel to China as when you arrive into China there'll be no facility to download it. So it must be done before you travel. You need to make sure you have a strong Wi-Fi connection during the setup process.

So now we're going to take you through how to download an eSIM. Our guide is based on an iPhone 14. Other iPhones and Androids may vary and it's also based on an Airalo eSIM.

1. First of all, you'll need to go to the App Store in your phone.
2. Then search for the Airalo app and download this to your home screen.

Now it's time to install your eSIM. You can follow the step-by-step instructions on screen and at this point you need to make sure that you have a strong stable Wi-Fi connection. Please note you must follow the eSIM installation process from start to finish from now because once this eSIM is deleted you can't reinstall it so you need to make sure everything is done from this point on.

In the Airalo app, you'll be able to find your eSIM and install it. You'll get a pop-up box that says activate eSIM and now you can click activate. Please make sure you leave your phone on this page whilst your eSIM is activating. It might take a few minutes. Once this is done it will say mobile plan setup complete. You can rename your eSIM China eSIM or anything else that you wish.

You'll now get a box that asks you what you want to set as your default line. Please select primary. The two plans listed here are your usual mobile number and the second one will be your China eSIM. You'll then get a box that says mobile data. For this one, you would select China eSIM. This is the plan that you'll be using your data when you arrive into China.

Once that is done at the top of the screen you'll see you have two different mobile providers. One will say no service and the other one will be your usual network provider. The China eSIM will not connect until you arrive into China so this will say no service. Once that is done back in the Airalo app you will see a message saying your eSIM has successfully been installed.

Now the eSIM is installed there will be a few settings that you need to change in your phone in order for this to connect once you arrive into China.

You'll have to go into the settings app on your phone:

1. Mobile service and you'll see that China eSIM says activating.
2. First of all, you need to go into network selection and turn off automatic.

3. The second thing you have to do is still in mobile service go into primary and make sure data roaming is turned off. This means when you arrive into China you'll not get charged for data roaming for your usual network provider as instead you'll be using your eSIM data.
4. Under China eSIM you'll just have to make sure that data roaming is turned on.

Your eSIM may show as activating for quite a while and you may get a message saying unable to activate eSIM. Please do not worry about this as eSIMs will only connect once you arrive into China and connect to the local network.

So now your eSIM is installed, all the settings have been up to date, there's nothing else you need to do until you arrive into China.

So that was a video of how you install an eSIM. Wendy Wu Tours can answer any questions you may have on the eSIM but we'll be unable to assist with the process setup itself. Downloading and installing an eSIM does require quite an advanced level of IT skills so if you're not the best on your phone I recommend asking friends, families, daughters, grandkids or whoever's a bit more tech savvy.