

# World eSIM User Guide



worldmobile

## Before Traveling:

Visit [my.worldmobile.com](https://my.worldmobile.com) to Top-up & manage.

## Upon Landing Abroad:

**1.** Turn on **World eSIM** and turn off your Home SIM.

**iPhone:** Settings > Cellular > **eSIM** (located below 'Primary').

**Samsung:** Settings > Connections > SIM manager > **eSIM**

**2.** Activate **Data roaming** (your WhatsApp will function normally abroad).

**iPhone:** Settings > Cellular > **eSIM**

**Samsung:** Settings > Connections > Mobile networks

**Free Dial Services:** Top-up & manage: **+120** eSIM numbers: **+170**

Check balance: **+140** Keep your number: **+160** Support: **+180**

## Calling Worldwide:

Dial from your contacts **OR** + Country code - Area (No 0) - Tel.

\*SMS can be received on the **+44** number of the **World eSIM**.

## Troubleshooting:

- 1. For Any Issue:** Restart your mobile, ensure **World eSIM** is turned on and your Home SIM is turned off & dial **+120** to check your balance.
- 2. Locked Phone:** If a PIN or unlock code is requested, contact your mobile carrier to unlock it or use another phone as a Wi-Fi hotspot.
- 3. Calling Issues:** Dial: **\*126\*** Country-Area (No 0)-Tel.# (answer callback).
- 4. Network Issues:** Manually select another network until connected.  
**iPhone:** Settings > Cellular > **eSIM** > Network Selection > Auto. off  
**Samsung:** Sett. > Conn. > Mobile net. > Network oper. > **eSIM** > Auto. off
- 5. Internet Issues:** Ensure **Data roaming** is ON. If not solved, **set APN:**  
**iPhone:** Settings > Cellular > **eSIM** > Cellular Data N. > APN: **mobiledata**  
**Samsung:** Settings > Connections > Mobile net. > Access Point Name > **eSIM** > Add > Name: **worldmobile** & APN: **mobiledata** > Save & Select.

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For more information visit: [www.worldmobile.com/support](http://www.worldmobile.com/support)