

Japan●Experience

# USER GUIDE

eSIM

Everything you need  
to know about using  
your eSIM!

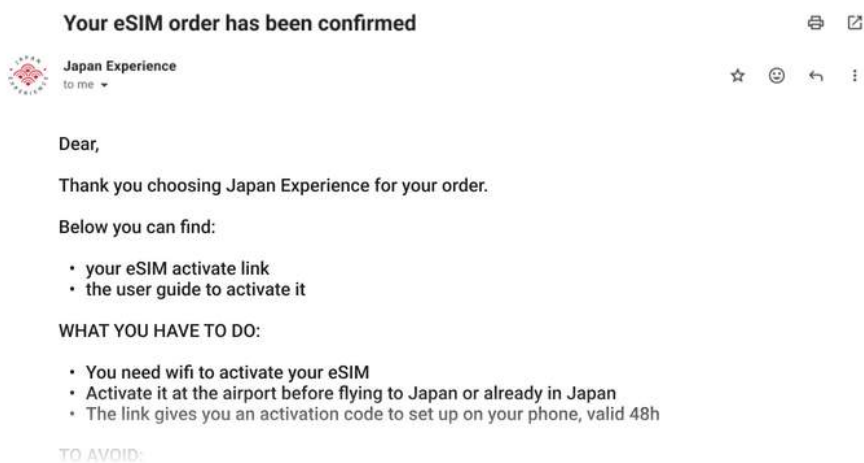


## WHAT DO I NEED TO ACTIVATE MY ESIM ?

1



The email that was sent to your email address with the title **"eSIM booked"**



2

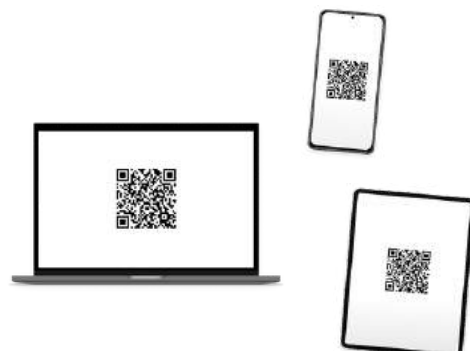
**The device** (Android or IOS/Apple) you want to activate the eSIM on



OPTIONAL

Another device (a computer or another phone) to display the Activation QR code to scan.

**If you don't have another device, you can activate manually your eSIM following alternative instructions.**





## WHAT KIND OF DEVICE DO YOU HAVE ?



### Android



**I have another device**

[CLICK HERE FOR  
QR CODE ACTIVATION](#)



**I dont' have another device**

[CLICK HERE FOR  
MANUAL ACTIVATION](#)



### Apple/iOS



**I have another device**

[CLICK HERE FOR  
QR CODE ACTIVATION](#)



**I dont' have another device**

[CLICK HERE FOR  
MANUAL ACTIVATION](#)



## QR CODE ACTIVATION ON ANDROID

!

**You need an internet connection to proceed.**

Please use your local mobile network, home wifi, or free airport/hotel wifi.

You will need another device to open the email and QR code in order to scan it on the device you want to use the eSIM on.

1



Please look for the email with the title eSIM booked and **click the activation link**.

2

3

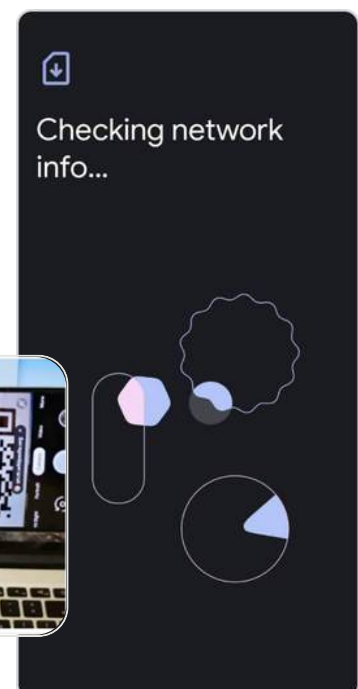
4



Click QR code button  
to display it



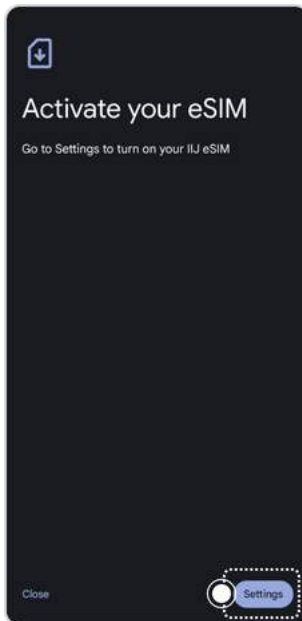
And flash it !





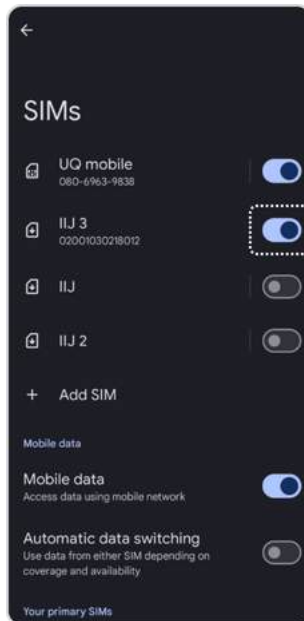


5



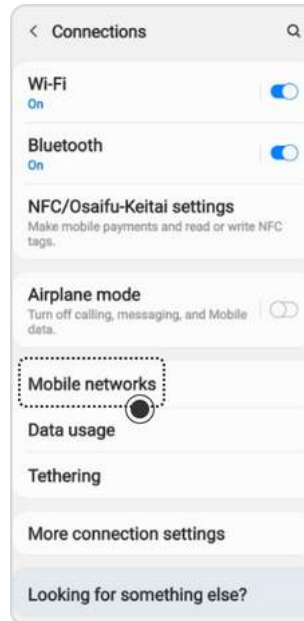
Click **Settings**

6

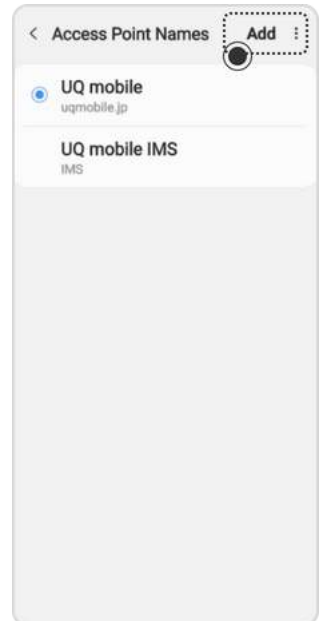


Turn on **IIJ**

7

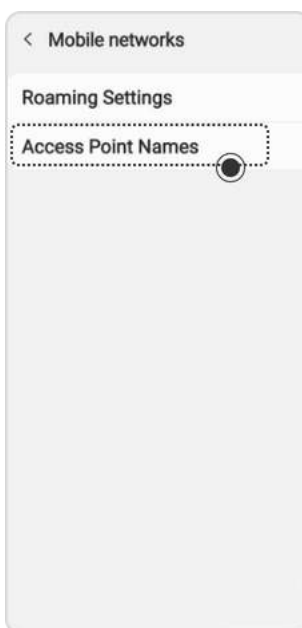


Choose  
**Mobile networks**



Press **Add**

8



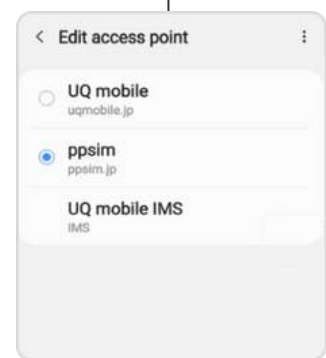
Select **Access Point Names**

9



Enter the **set-up details**.  
After entering all  
information, **save it**.

10



Now select **ppsim** and...

Enjoy your connexion  
**in Japan !**



## MANUAL ACTIVATION ON ANDROID

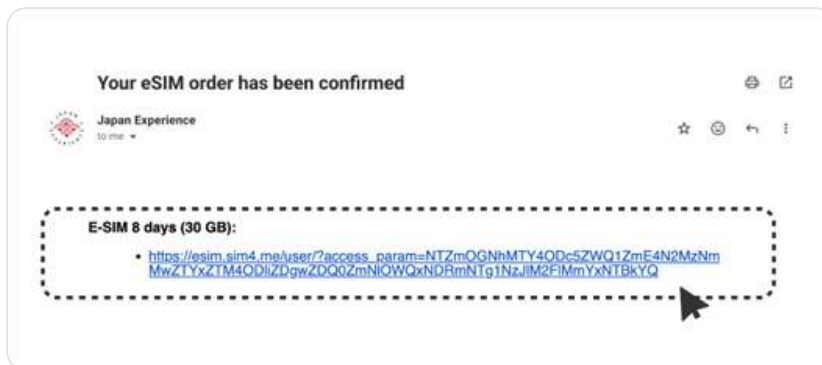


**You need an internet connection to proceed.**

Please use your local mobile network, home wifi, or free airport/hotel wifi.

You will need another device to open the email and QR code in order to scan it on the device you want to use the eSIM on.

1



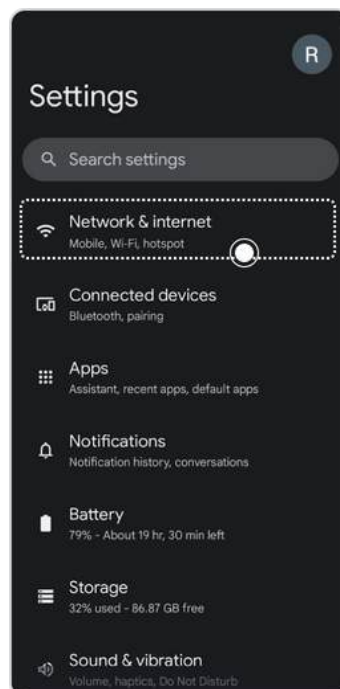
Please look for the email with the title eSIM booked and **click the activation link**.

2



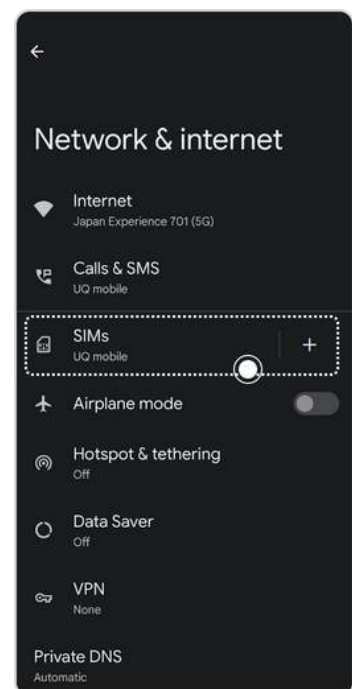
Please **click Copy** !

3



Choose **Network & internet**

4



Choose **SIMs**

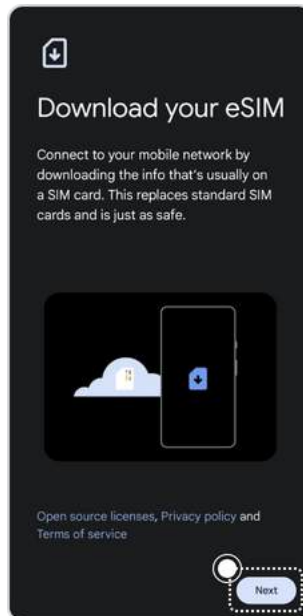


5



Click **Download a SIM instead?**

6



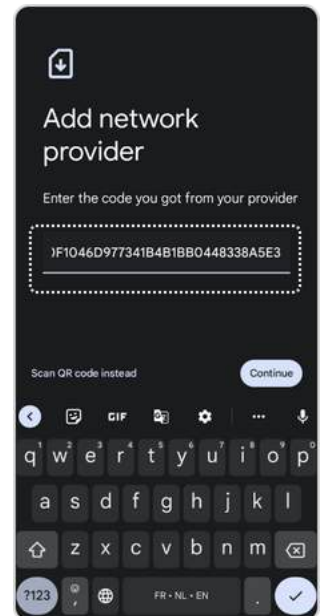
Click **Next**

7



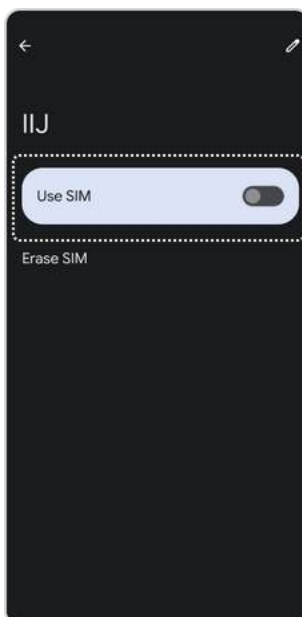
Click **Need help?**

8



Click **Copy the code and paste it**

9



Turn **Use SIM** on

10



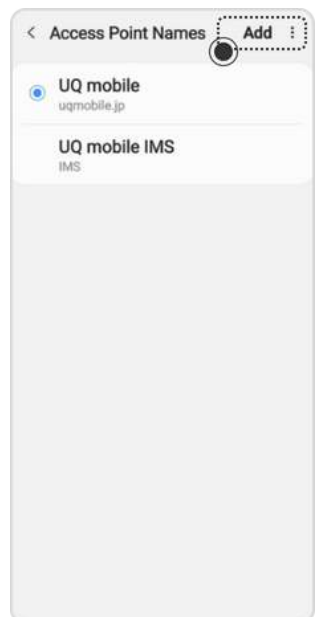
Choose **IJJ** to get Internet connection in Japan

11



Choose **Mobile networks**

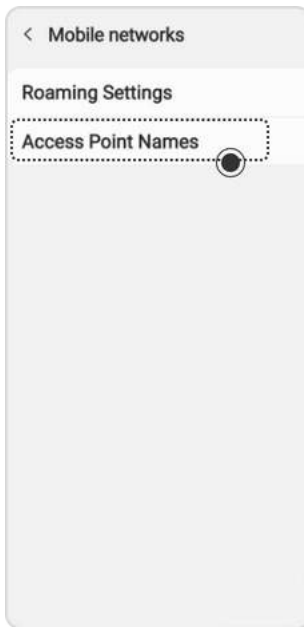
12



Press **Add**

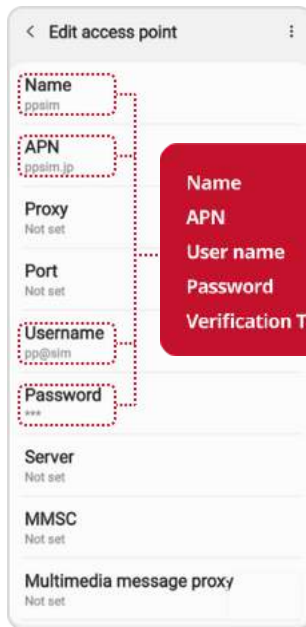


13



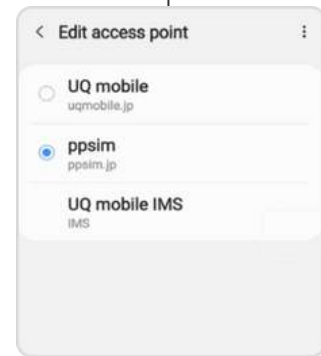
Select **Access Point Names**

14



Enter the **set-up details**.  
After entering all  
information, **save it**.

15



Now select **ppsim** and...

Enjoy your connexion  
**in Japan !**





## QR CODE ACTIVATION ON IOS/APPLE

!

**You need an internet connection to proceed.**

Please use your local mobile network, home wifi, or free airport/hotel wifi.

You will need another device to open the email and QR code in order to scan it on the device you want to use the eSIM on.

1



Please look for the email with the title eSIM booked and **click the activation link**.

2

3

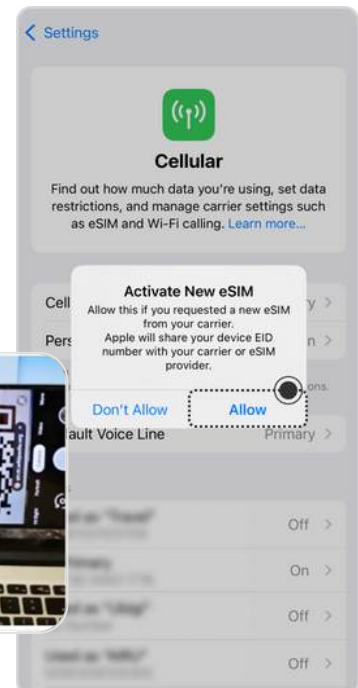
4



Click **QR code button** to display it



And **flash it !**



Choose **Allow** then **activate eSIM**

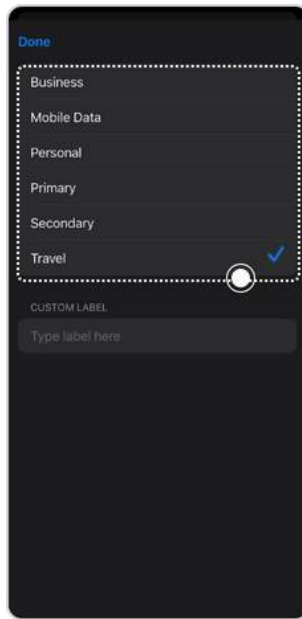


5

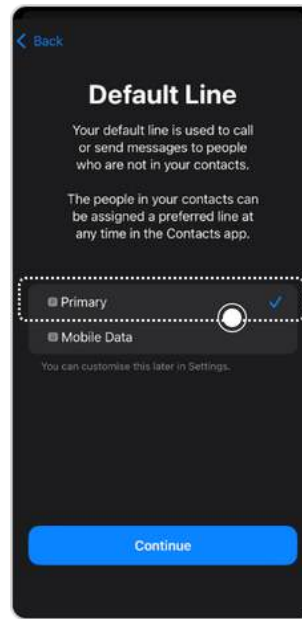


If you already have a physical SIM inserted into the device, we recommend you to choose **Mobile Data** or **Travel** here (*Mobile Data is selected on this screen as an example*)

6



7



If you want to make international calls, SMS, etc. using the phone number of your country of origin, select **Primary**

8



Be sure to select an **eSIM** on this screen (*as Mobile Data was selected previously, Mobile Data is selected in this screen*)

9



Check if your eSIM is on

10

Enjoy your connexion  
in Japan !



DO YOU WANT TO SHARE  
YOUR CONNEXION ?

Please click here  
to use tethering



## MANUAL ACTIVATION ON IOS/APPLE

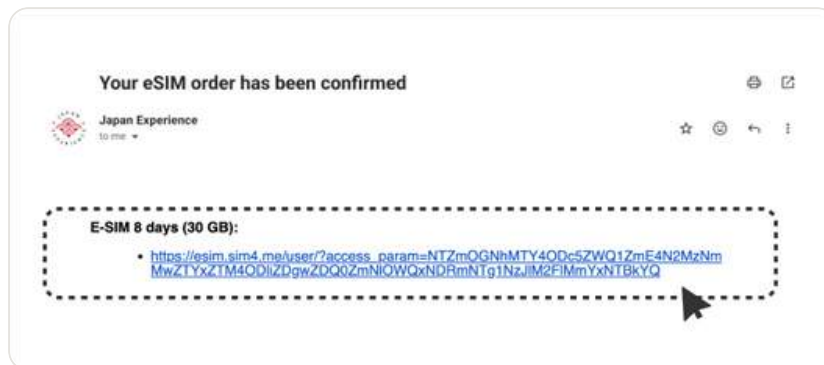
!

**You need an internet connection to proceed.**

Please use your local mobile network, home wifi, or free airport/hotel wifi.

You will need another device to open the email and QR code in order to scan it on the device you want to use the eSIM on.

1



Please look for the email with the title eSIM booked and **click the activation link**.

2



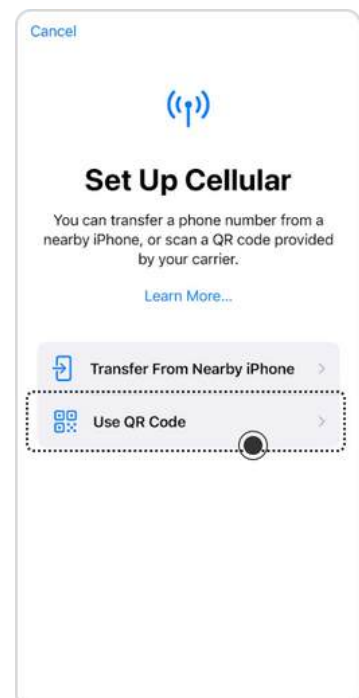
Please **click Copy** !

3



In your Settings app  
Click **Cellular** and **Add eSIM**

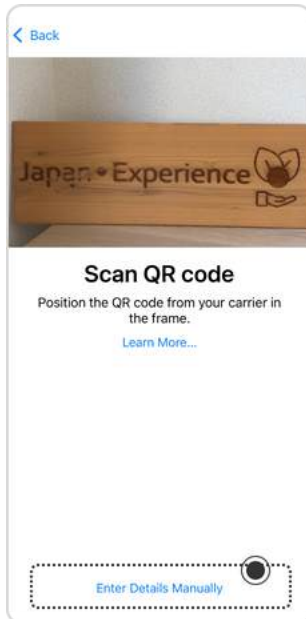
4



Tap **Use QR Code**

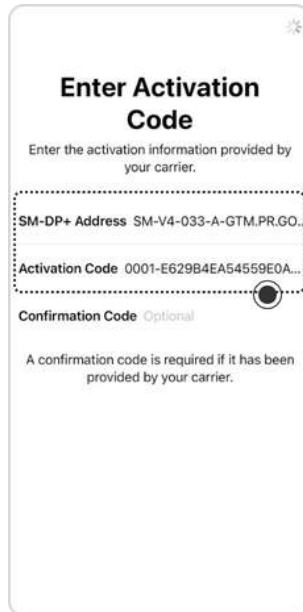


5



Tap **Enter Detail Manually**

6



Copy and paste **SM-DP+ Address** and **Activation code** from URL link page



7



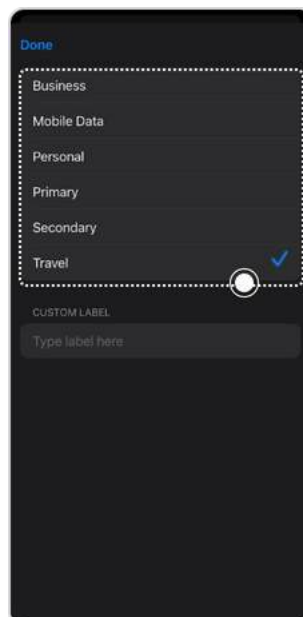
Click **Continue** and wait until **Mobile Plan Setup Complete**

8

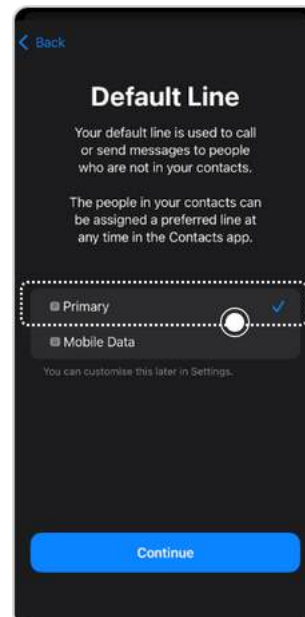


If you already have your physical SIM inserted into the device, we recommend to choose **Travel** here

9



10

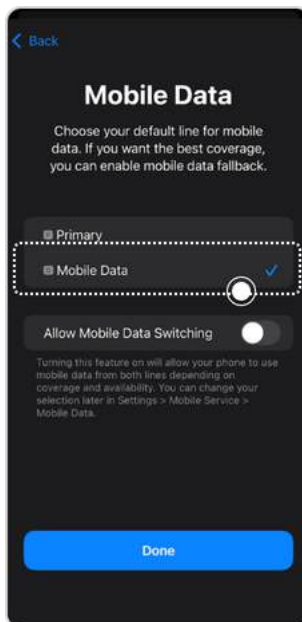


If you want to make international calls, SMS, etc. using the phone number of your country of origin, select **Primary**



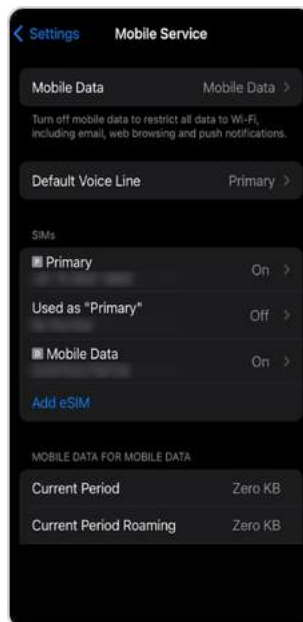


11



Be sure to **select an eSIM** on this screen

12



Check if **your eSIM** is on

13

Enjoy your connexion  
**in Japan !**



**DO YOU WANT TO SHARE  
YOUR CONNEXION ?**

Please click here  
to use tethering



## TETHERING SHARE CONNECTION

!

This step is only necessary for iOS/Apple users — Android users don't need to do anything.

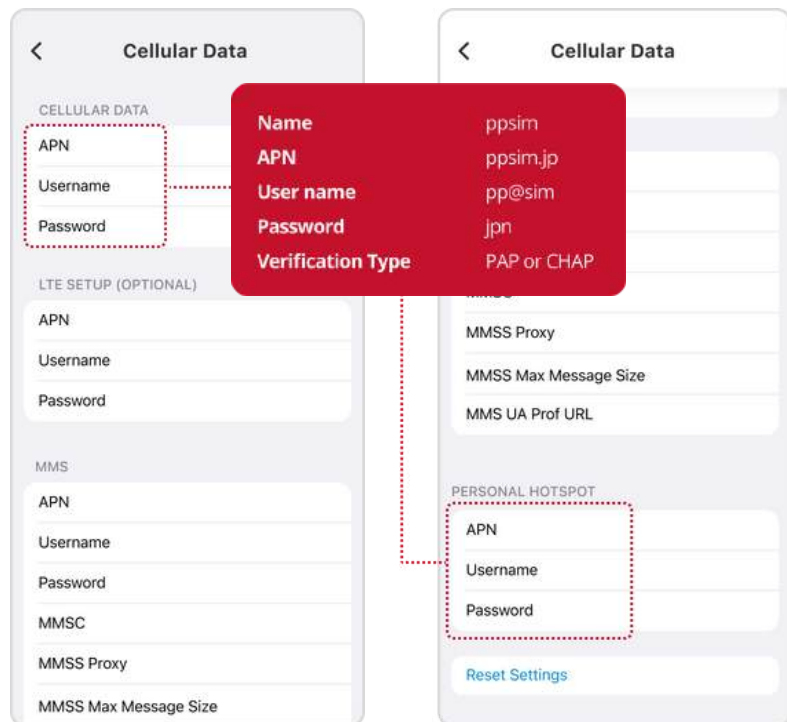
If you wish to use tethering, please follow the following steps.

1



Select **Cellular Data Network**

2



Enter the following information into the **Cellular Data** and **Personal Hotspot**

3

Head to **Settings > Cellular Data** and if **"Personal Hotspot"** is displayed then setup is complete. Before using tethering, make sure that internet sharing is **set to On**.

4

Enjoy sharing  
your connexion **in Japan !**



## eSIM FREQUENTLY ASKED QUESTIONS

### | IS MY PHONE COMPATIBLE ?

Please check our [product page](#) for a list of compatible phone types.

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### | WHEN SHOULD I SET UP MY ESIM ?

We recommend that you set it up while waiting at the airport before taking your flight to Japan.

You can also activate it while you are in Japan, but you need to be connected to wifi during the activation.

The first day of use is the day you first connect to a Japanese internet connection (no matter the day you activated before arriving in Japan)

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### | WHY I CAN NOT SEE WIFI ON MY PHONE AFTER I ACTIVATED MY ESIM ?

If the cellular network doesn't show on your phone home screen, it could be because the phone is still in flight mode, or your mobile network is off.

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### | MY ESIM IS NOT ACTIVATED. WHAT IS THE ISSUE ? WHO SHOULD I CONTACT ?

For a few eSIMs provided by Japan Experience, there may be a 15-minute wait to get the activation code.

A maintenance period can sometimes take place on Tuesday from 22:00 (Japan time) to 9:00 on Wednesday; you cannot activate your eSIM during this period.

If you are outside the maintenance period and/or you have waited for over 15 minutes and the code was not issued, you can contact our customer support team at [contactc@japan-experience.com](mailto:contactc@japan-experience.com), or call 050-5835-2190 24 hours 365 days, in English.



## | IS THE PHONE NUMBER OF MY HOME COUNTRY STILL AVAILABLE ?

Yes. Your home country SIM card is still in active. While using your eSIM for Japan, you can still receive phone calls (via roaming), or messages from Whatsapp, Facetime etc.

## | WHERE CAN I FIND MY DATA USAGE AND THE ESIM EXPIRATION DATE ?

You can find this information in the eSIM activation link.

## | CAN I USE TETHERING (SHARE CONNECTION) WITH OTHER DEVICES ?

Yes!

For Android, you do not need any specific settings.

For IOS, you can check the [IOS instructions](#) previously provided.

## | CAN I TOP UP THE DATA ?

Unfortunately not. Please buy a new eSIM from [here](#).

