For iPhones — Monthly eSIM Installation Procedure

⚠️ **Stable** Internet Connection is required

Sakura Mobile

⚠️ For customers who installed the eSIM **using the pop up notification**, please also follow steps below to complete the eSIM activation.

Important Notes Before You Install the eSIM

- This eSIM can only be installed once on the device with the EID number you provided us.
- **DO NOT STOP/CANCEL** half way through the eSIM installation on step 5.
- **DO NOT DELETE/REMOVE** your eSIM from your device after the the successful installation.

Step 1: Enter Access Code

1-1

Find the **"QR code" paper** attached and read the QR code with your camera.

Sakura Mobile
Please access the eSIM issuance page using the QR code below.
Please note
1. Please use the QR code on the device you will be using eSIM with.
2. An Access Key (6-digit number) is required to issue the eSIM. Please check your email for your Access Key.
3. You will need to be in an area with internet connection (cellular signal or WiFi) to install the eSIM. Please be sure to perform the eSIM installation in an area with good internet connection.
4. If the EID is not entered in by 6 PM (Japan Standard Time) the day before the start usage date, it may take several hours for the eSIM to be issued.
Sample

1-2

Enter **"Access Code"** in the email: **"Your Order Has Been Shipped"**

Access code:

[   ]

Next

Step 2: Enter EID number

2-1 Enter **"EID number"** Where is EID: **Setting > General > About**
* If you already did this, go to step 4-1.

eSIM 1: EID Required
Plan: Voice & Data eSIM 4GB
EID: [   ]

Submit EID

2-2 Your eSIM issuance will start according to the following schedule, and **will take 30 minutes**.

9 AM - 7 PM: Within 5 minutes
7 PM - 9 AM: At 9 AM

- - - - - - - - - - - - - - - -

FAQ page
When can I install or activate the eSIM?

eSIM Activation: ▓▓▓▓▓
Your eSIM is currently in preparation.

eSIM 1: eSIM will be issued sequentially from 9 AM to 7 PM (Japan Standard Time)
Plan: Voice & Data eSIM 4GB
EID: ▓▓▓▓▓

2-3 Once the eSIM is ready, you will receive an email **"The eSIM (Booking ID) has been assigned"**, and you can go to step 3-1.

Step 3: Repeat step 1 and proceed directly to step 4

3-1

Find the **"QR code" paper** attached and read the QR code with your camera.

Sakura Mobile
Please access the eSIM issuance page using the QR code below.
Please note
1. Please use the QR code on the device you will be using eSIM with.
2. An Access Key (6-digit number) is required to issue the eSIM. Please check your email for your Access Key.
3. You will need to be in an area with internet connection (cellular signal or WiFi) to install the eSIM. Please be sure to perform the eSIM installation in an area with good internet connection.
4. If the EID is not entered in by 6 PM (Japan Standard Time) the day before the start usage date, it may take several hours for the eSIM to be issued.
Sample

3-2

Enter **"Access Code"** in the email: **"Your Order Has Been Shipped"**

Access code:

[   ]

Next

Step 4: Issue QR code

4-1

Tap "Activate this eSIM".

eSIM 1: You can activate the eSIM as soon as it is issued.
Plan: Voice & Data eSIM 4GB
EID:

Activate this eSIM

4-2 Use QR code for eSIM installation

Normal procedure

The "eSIM installation QR code" will show up, and you will need to use this QR code in step 5-4.

eSIM Activation: ▓▓▓▓▓
Your eSIM has already been issued.
Please receive your eSIM using the QR Code below.
Sample
Please refer to the link below for instructions on how to install the eSIM.
eSIM Installation Manual
Close

OR

If you have iOS version 17.4 or later

You can speed up the process by doing a long press on the QR code part of the screen. Tap "add eSIM" and proceed to step 5-5.

eSIM Activation: ▓▓▓▓▓
Your eSIM has already been issued.
Please receive your eSIM using the QR Code below.
Sample
Long Press
Please refer to the link below for instructions on how to install the eSIM.
eSIM Installation Manual
Close

QR-CODE DETECTED
Sample
Add eSIM
Open
Share...
Save to Photos
Copy
Copy Subject
Look Up
Add eSIM

Please see the back side to continue the procedure.

VeSIM2409

For iPhones — Monthly eSIM Installation Procedure

⚠️ **Stable** Internet Connection is required
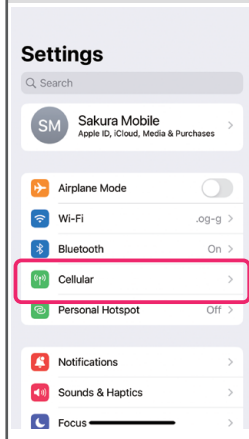
Sakura Mobile

⚠️ For customers who installed the eSIM **using the pop up notification**, please also follow steps below to complete the eSIM activation.
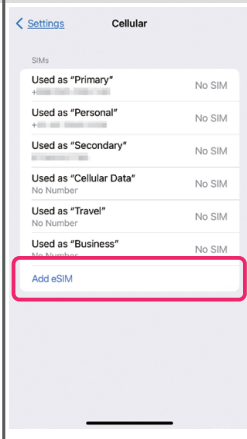
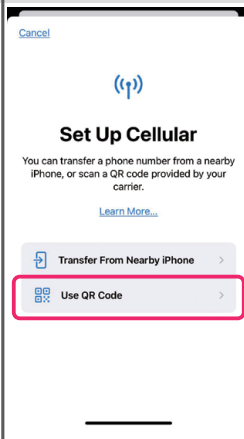## Step 5: eSIM installation

5-1
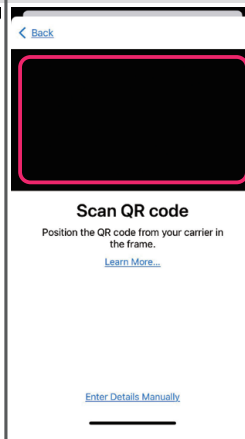Open settings > Cellular.
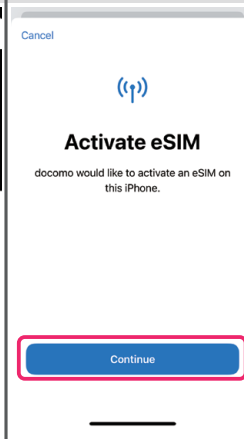
5-2
Tap "Add eSIM".

5-3
Tap "Use QR code".

5-4
Scan "the activation QR code" received from the previous step 4-2.

5-5
Tap "Continue".
It will take about 1 minute. Please do not cancel.

5-6
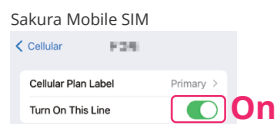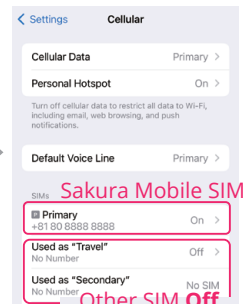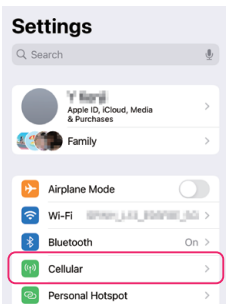Check **your phone number** and Tap "Done". Then move to Step 6.
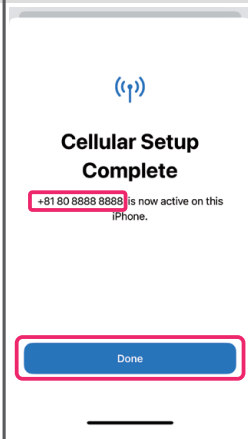
Step 6: APN setting

⚠️ You can't use your data if you don't complete Step 6

To finish the APN setting, please <u>temporarily turn OFF all other SIM/eSIM.</u>
<u>ONLY turn ON Sakura Mobile</u> eSIM Phone number assigned to you.
If it is necessary to turn others back ON, please do it after Step 6-5.

Please go to "Setting > Cellular" to check if you are currently using other eSIM.

Sakura Mobile SIM — Cellular Plan Label: Primary — Turn On This Line **On**

Other SIM — Cellular Plan Label: Primary — Turn On This Line **Off**

Sakura Mobile SIM **On**
Other SIM **Off**

6-1
Download the APN profile from the QR code.
* iOS 15 or later

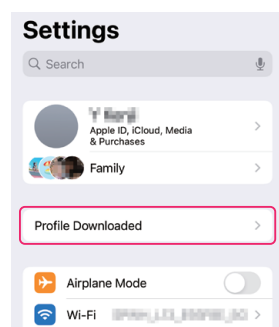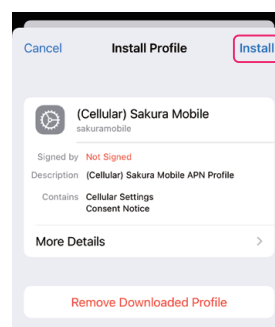** Alternatively, you can also visit the APN setting website to complete this step.
https://www.sakuramobile.jp/info/apn/long-term/

6-2
Tap "Allow" to download.

This website is trying to download a configuration profile. Do you want to allow this?
Ignore   Allow
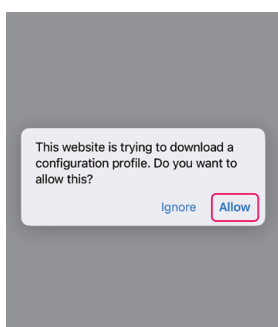
6-3
Go back to setting page and tap "Profile Downloaded".

Profile Downloaded

6-4
Tap on the following "Install" > "Next" > "Install"
* Enter your iPhone Password to install, if needed.

Cancel   Install Profile   Install
(Cellular) Sakura Mobile
sakuramobile
Signed by   Not Signed
Description   (Cellular) Sakura Mobile APN Profile
Contains   Cellular Settings
Consent Notice
More Details
Remove Downloaded Profile

6-5
Tap on "Done".

Profile Installed   Done
(Cellular) Sakura Mobile
sakuramobile
Signed by   Not Signed
Description   (Cellular) Sakura Mobile APN Profile
Contains   Cellular Settings
Consent Notice
More Details

VeSIM2501