



Your eSIM, set up in 3 minutes.

Do it at home, the day before you fly. Your eSIM only activates on arrival, so you lose no plan days.

BEFORE YOU START

- Your usual number stays active: you keep receiving calls and texts.
- The eSIM handles data only, at local rates.
- The key setting: turn off data roaming on your home line.



iPhone — before you fly

iPhone XS and newer.

1

Connect to Wi-Fi

Setup happens at home, before you leave. It uses no data and does not start your plan.

2

Open the Décall email

Tap the « Install my eSIM » button. Your iPhone opens the setup assistant on its own.

3

Continue, then Continue

Two confirmation screens. Nothing to type in.

4

Name the line « Décall »

This helps you tell it apart from your usual line.

5

Default line: keep your own

Keep your usual number for calls and texts. Important for receiving your bank codes.

6

iMessage and FaceTime: your usual line

Otherwise your contacts will no longer recognise you in their threads.

7

Cellular data: choose Décall

This is the key setting. It routes the internet through your eSIM, at local rates.

8

Uncheck « Allow switching »

This stops your iPhone from silently falling back to your home line and charging you roaming.



iPhone — on arrival

Two minutes after you land.

1 Settings → Cellular

Check that « Décall » is selected for cellular data.

2 Turn on « Data Roaming » for Décall

Settings → Cellular → Décall → Data Roaming: on. Without this, no network.

3 Turn OFF data on your home line

Settings → Cellular → your line → Data Roaming: off. This is what protects your phone bill.

4 Restart the phone

If nothing shows up after five minutes, a restart almost always fixes it.

The one mistake to avoid

If you leave data on for your home line, your carrier can still bill you for roaming even while the eSIM works. That is step 3 above, and it is the most important one in this guide.



STEP 1 · SETUP

Android — before you fly

Samsung S20+, Pixel 3+, and most recent models.

1

Wi-Fi required

As on iPhone, setup happens before departure, at home.

2

Settings → Connections → SIM manager

On Samsung. On Pixel: Settings → Network & internet → SIMs.

3

Add eSIM → Scan QR code

The QR code is in your Décall email. Display it on another screen (laptop, tablet) to scan it.

4

No second screen?

Choose « Enter code manually » and type the activation code from the email.

5

Name the line « Décall »

So you can tell it apart from your usual line in the settings.

6

Mobile data: select Décall

Calls and texts: leave your usual line selected.



STEP 2 · ACTIVATION

Android — on arrival

1

Turn on roaming for the Décall line

Settings → Mobile networks → Décall → Data roaming: on.

2

Turn OFF roaming on your home line

Same menu, on your home line: data roaming off. Essential to avoid any charges.

3

Network selection: automatic

Never force a carrier manually: your eSIM picks the best available network on site.



Stuck somewhere?

Message us on WhatsApp with your phone model. We will walk you through the setup, step by step, even if you have not ordered yet.

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