

eSIM Setup Guide

eSIM – iPhone Set up Instructions

1. Telestar provides a QR code to be scanned via email.
2. Open the Camera app and scan the QR code. When the 'Mobile Plan Detected' notification appears, tap it.
3. Select 'Allow' when the prompt appears to Activate New eSIM.
4. Tap Continue at the bottom of the screen.
5. Tap Add Cellular Plan.
6. Advise Telestar by responding to the initial email confirming the eSIM has been scanned onto the device.
7. Telestar will activate the eSIM on the carrier network and emails a completion notice to the contact.

Note: A power cycle may be required once the eSIM activation is completed.

If you have any questions please do not hesitate to call us on 1300 658 687 or contact us by email at ESD@telestar.com.au

eSIM – Android Set up Instructions

1. Telestar provides a QR code to be scanned via email.
2. Open your phone's Settings app.
3. Look for "Network & Internet" or "Connections."
4. Tap on "Mobile network" or "SIM card manager."
5. Find and select the option to add an eSIM.
6. Scan the QR code.
7. Advise Telestar by responding to the initial email confirming the eSIM has been scanned onto the device.
8. Telestar will activate the eSIM on the carrier network and emails a completion notice to the contact.

Note: A power cycle may be required once the eSIM activation is completed.

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