Customer Support

The customer service teams are available
7 days a week:

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Cellhire France	+33 1 41 43 79 40
Cellhire Germany	+49 7621 94 05 48 0
Cellhire International	+44 1904 610 610

Email (office hours only) techsupport@cellhire.com

eSIM Card
eSIMsmart Airtime

Rented a device?
Your eSIM has been pre-installed.

Important

Lost and Stolen

In the event your eSIM card is lost or stolen, please
contact Cellhire immediately on the 24/7 helpline to
suspend the eSIM and discuss replacement options.

Please remember that once the eSIM is reported
lost/stolen, you will remain responsible for all charges
and usage incurred until the network disables the
eSIM.

Thank you for choosing a Cellhire eSIM

eSIM QR Code

iPhone – eSIM Setup

What you need
An iPhone XS, iPhone XS Max, iPhone XR or later.

How to add the eSIM
1. Go to **Settings**.
2. Tap either **Cellular** or **Mobile Data.**
3. Tap **Add Mobile Data Plan**.
4. **Scan the QR code** of the eSIM.
5. Tap **Add Data Plan**.
6. Choose **Data Plan Labels**, press **Continue**.
7. Choose the **Default Line** you want to use for **Voice Calls & Texts**, press **Continue**.
8. Choose the **Data Plans** you want to use for **iMessage & FaceTime**, press **Continue**.
9. Choose the **Default Data Plan** you want to use for **Mobile Data**.
   You can enable "Allow Mobile Data Switching" if you would like to use the data from 2 SIMs automatically based on coverage and availability.

Android – eSIM Setup

What you need
An Android running Android 10 or later.
Please make sure your device's Android version and SIM Manager are up-to-date.

How to add the eSIM
1. Tap **Network & internet** from **Settings**.
2. Tap **+** next to **Mobile network**.
3. Tap **Don't have a SIM card?**
4. **Scan the QR code** of the eSIM.
5. Tap **Activate** to add the eSIM to your device.
6. Choose a **default number to use**.
   This step won't be shown if you've chosen to use 2 SIMs.

How To Use the eSIM For Mobile Data
1. Under **Mobile network**, tap the **eSIMsmart** Network to activate it.
2. Make sure **Mobile data** and **Roaming** are both **turned on**. Then scroll down and **tap Advanced.**
3. Tap **Access Point Names.**
4. Tap the **three dots icon** on the top right corner and select **New APN.**
5. Enter "**eSIMsmart**" for Name and "**internet**" (all lowercase) for APN.
6. Tap the **three dots icon** on the top right corner and tap **Save**.
7. Select the **APN named eSIMsmart**.