

# How to install your eSIM on Android



Your Ultimate Choice for  
**Worldwide eSIM Connectivity**

# Stay **connected** when you land.

We recommend you install your eSIM the day before travel and activate it on arrival. Follow this quick guide for step-by-step instructions.



## Just days away from departure?

Installation requires a stable Internet connection.

**Install Now**



## Have you just arrived at your destination?

Activate your eSIM when you reach your destination.

**Activate Now**



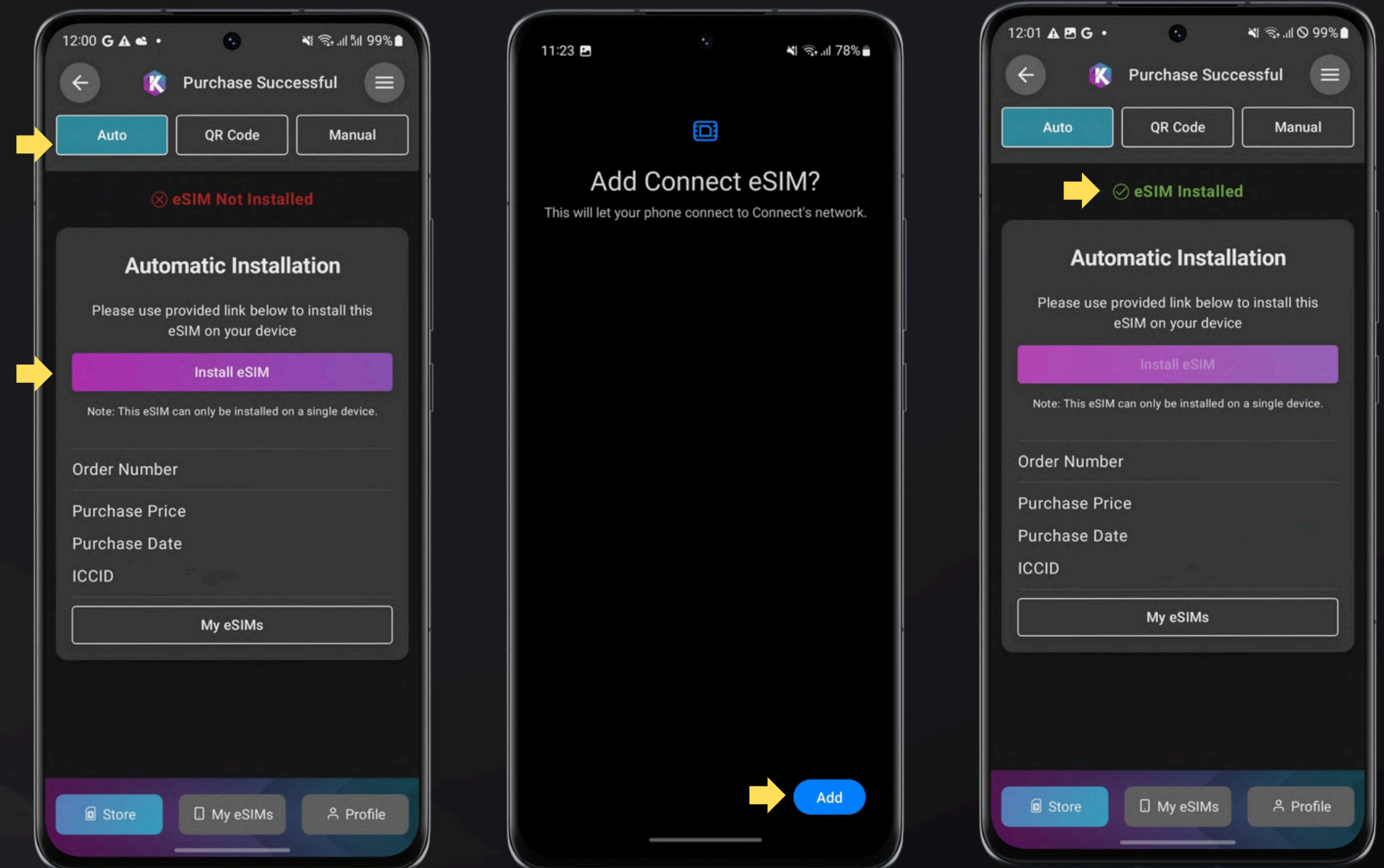
# How to **install** your **eSIM**?

Choose the best option for you.

- 1 Automatic Installation** (Quickest and easiest method)
- 2 QR Code Installation** (Install by scanning a QR code)
- 3 Manual Installation** (Use this if Automatic and QR Code don't work)

# Automatic Installation

- On the App: Go to **My eSIMs** and select the eSIM package you wish to install. Tap on the **eSIM not installed** link.
- Tap **Auto** at the top of the screen then on **Install eSIM**.
- The eSIM Install launcher will display, click the **Add** button.
- Wait for the connection to be complete which may take a few minutes.
- Once completed, you will see the **eSIM Installed Successfully** message.  
**Your eSIM is now installed.**

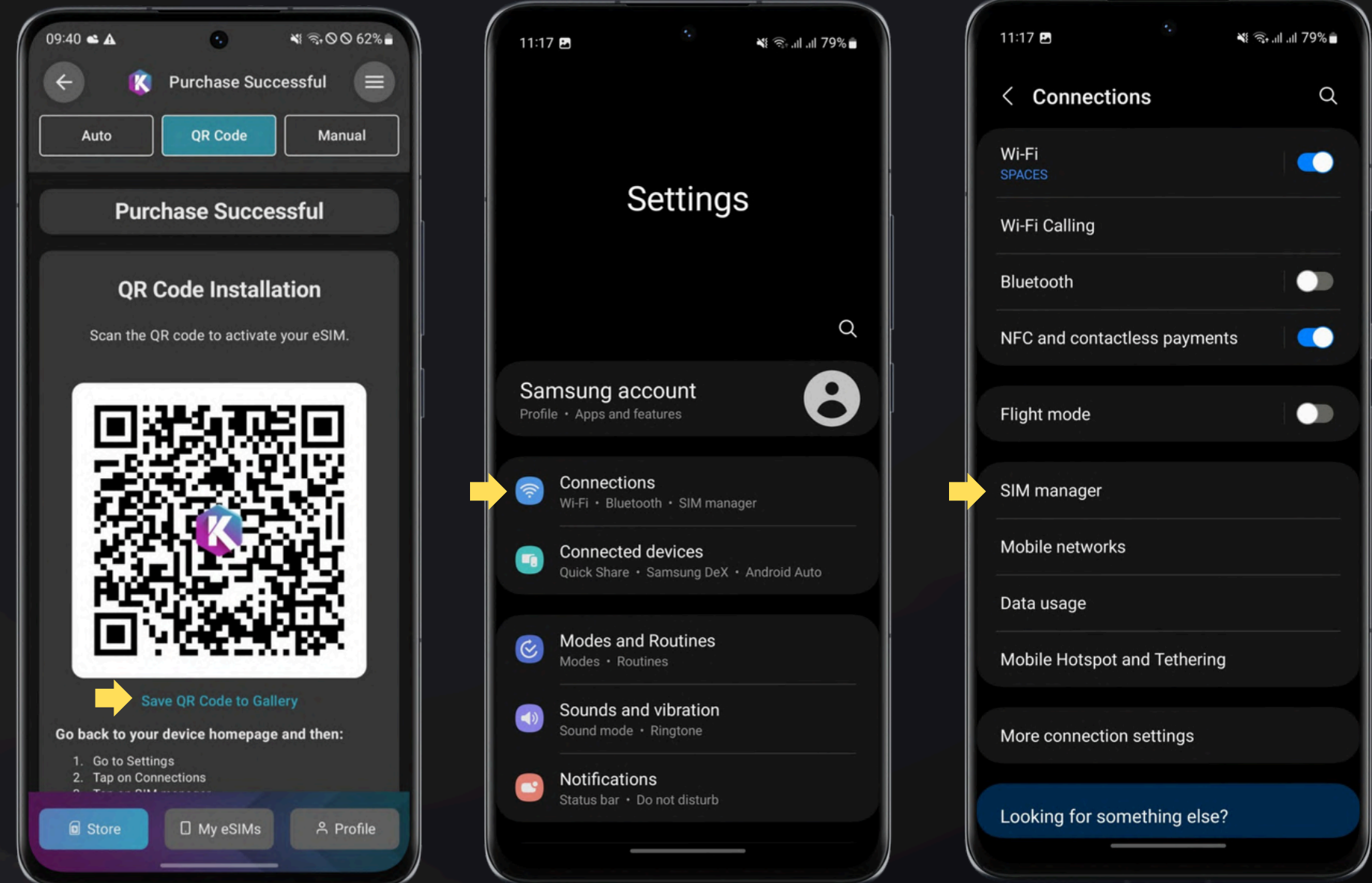


# QR Code Installation

Once payment has been processed, you will see a QR Code on your screen.

Alternatively, on the App: Go to **My eSIMs** and select the eSIM package you wish to install. Tap on the **eSIM not installed** link.

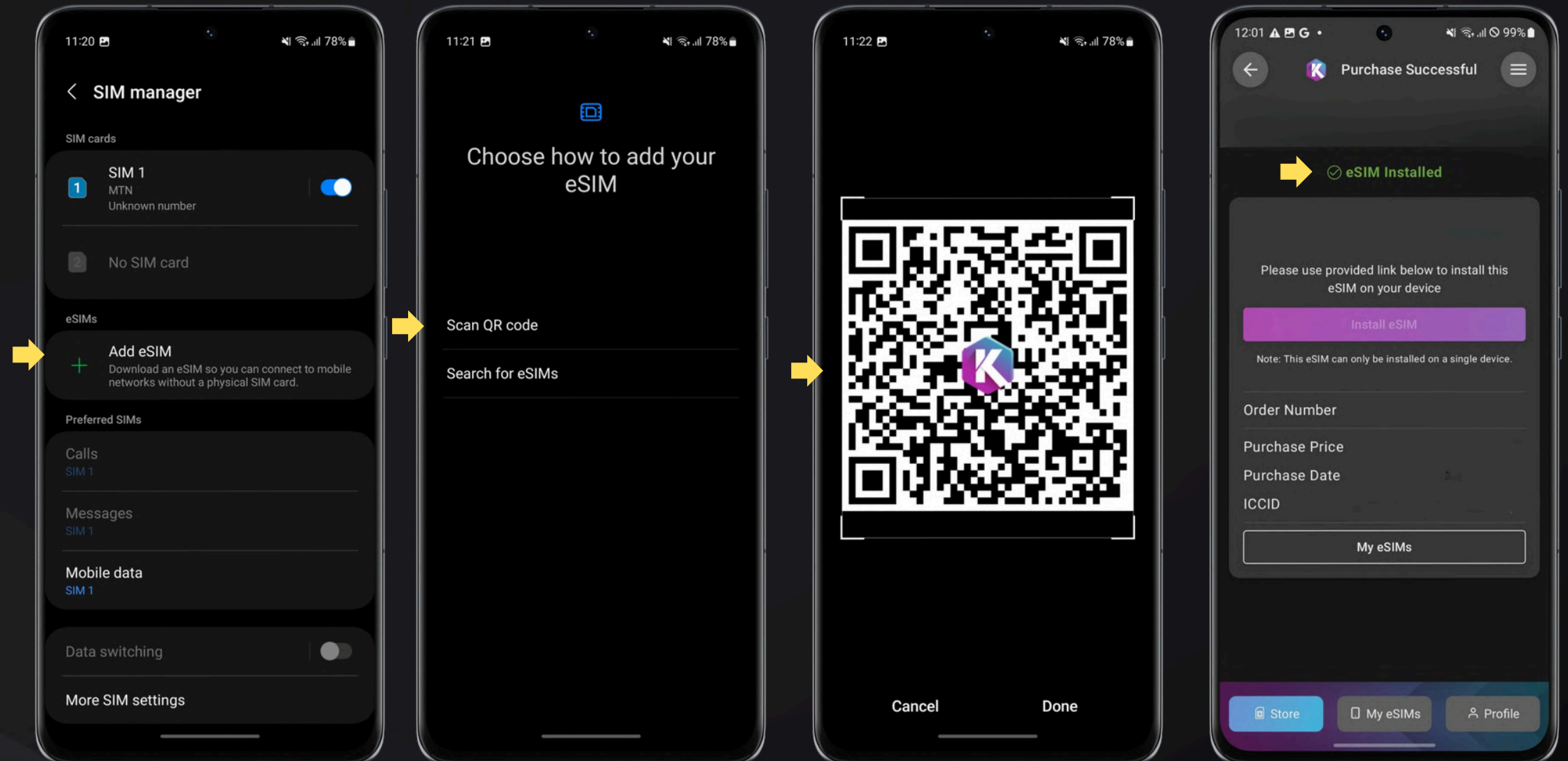
- Tap on **Save QR Code to Gallery**.
- On your device: Go to **Settings** > **Connections** > **SIM Manager**.



# QR Code Installation

Cont...

- Tap **Add eSIM**.
- Choose **Scan QR Code**.
- Choose the **Gallery** icon and select the QR Code you downloaded to scan.
- Tap the **Add** button.
- Wait a few minutes and then you will see the **eSIM Installed Successfully** message. **Your eSIM is now installed.**



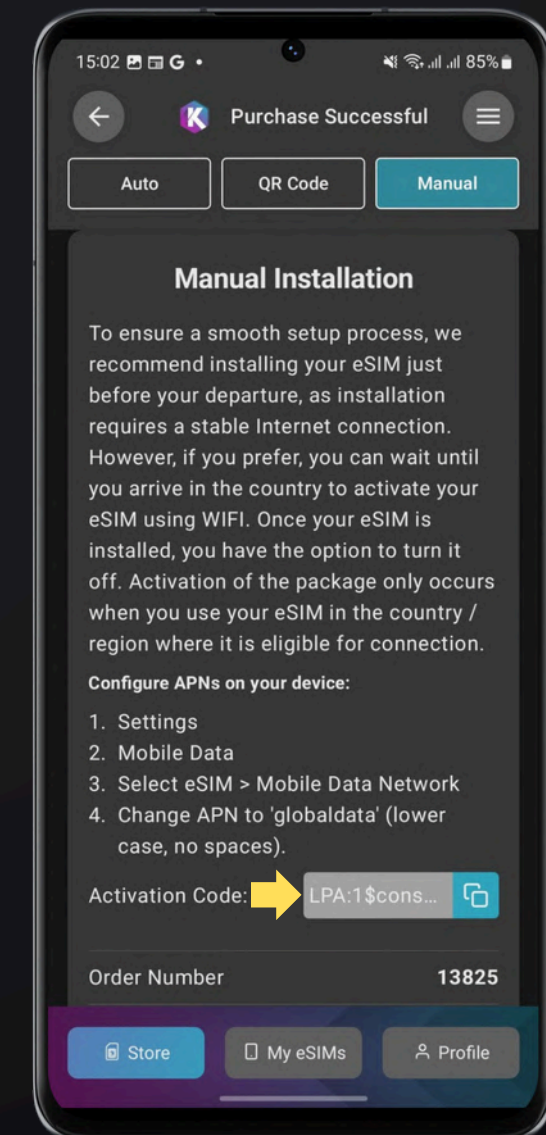
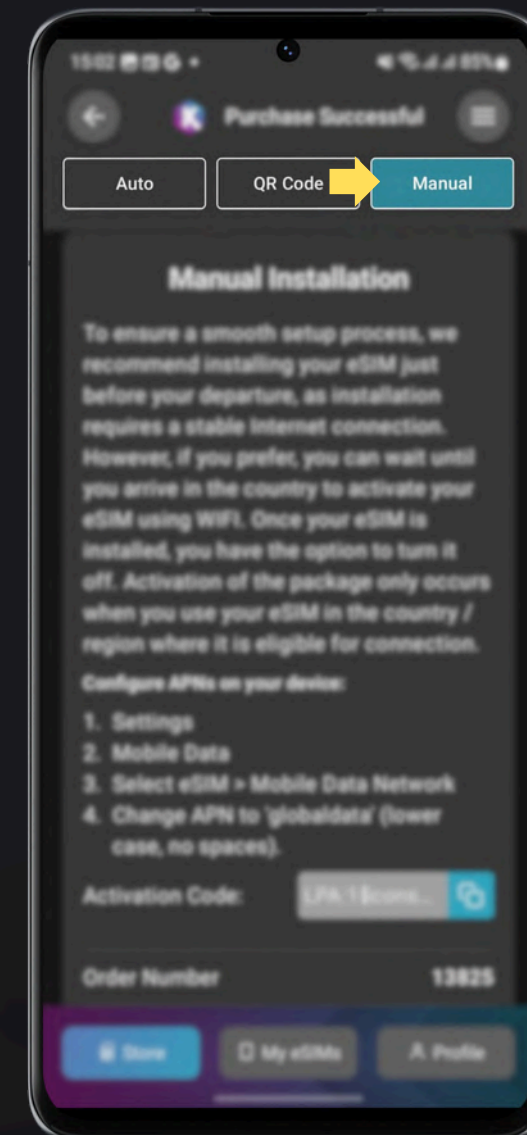
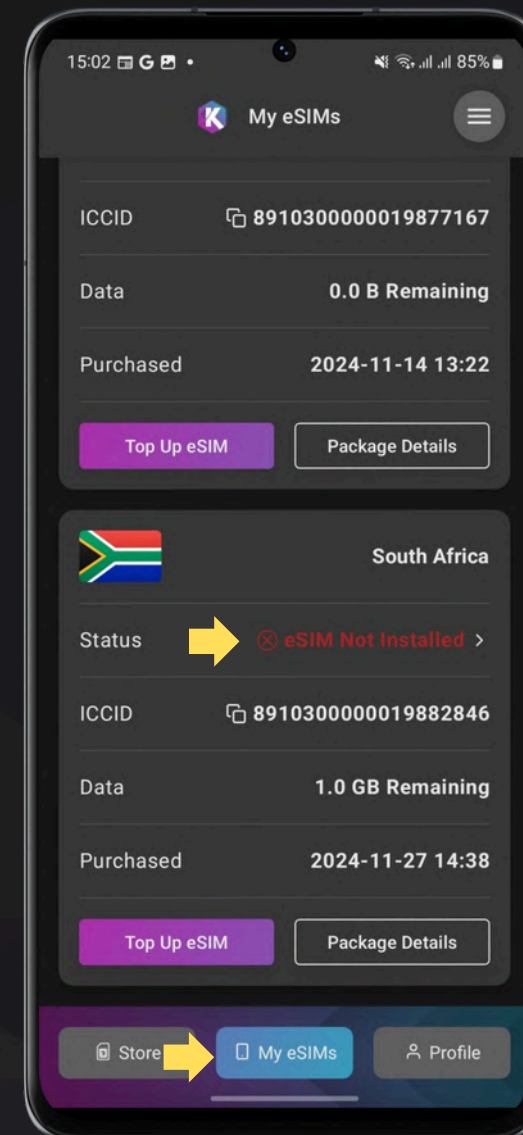


# Manual Installation

Manual installation requires first obtaining your **SM-DP+ address** and **activation code**, then entering these details in your device settings.

## How to find your SM-DP+ address and activation code for your appropriate eSIM package:

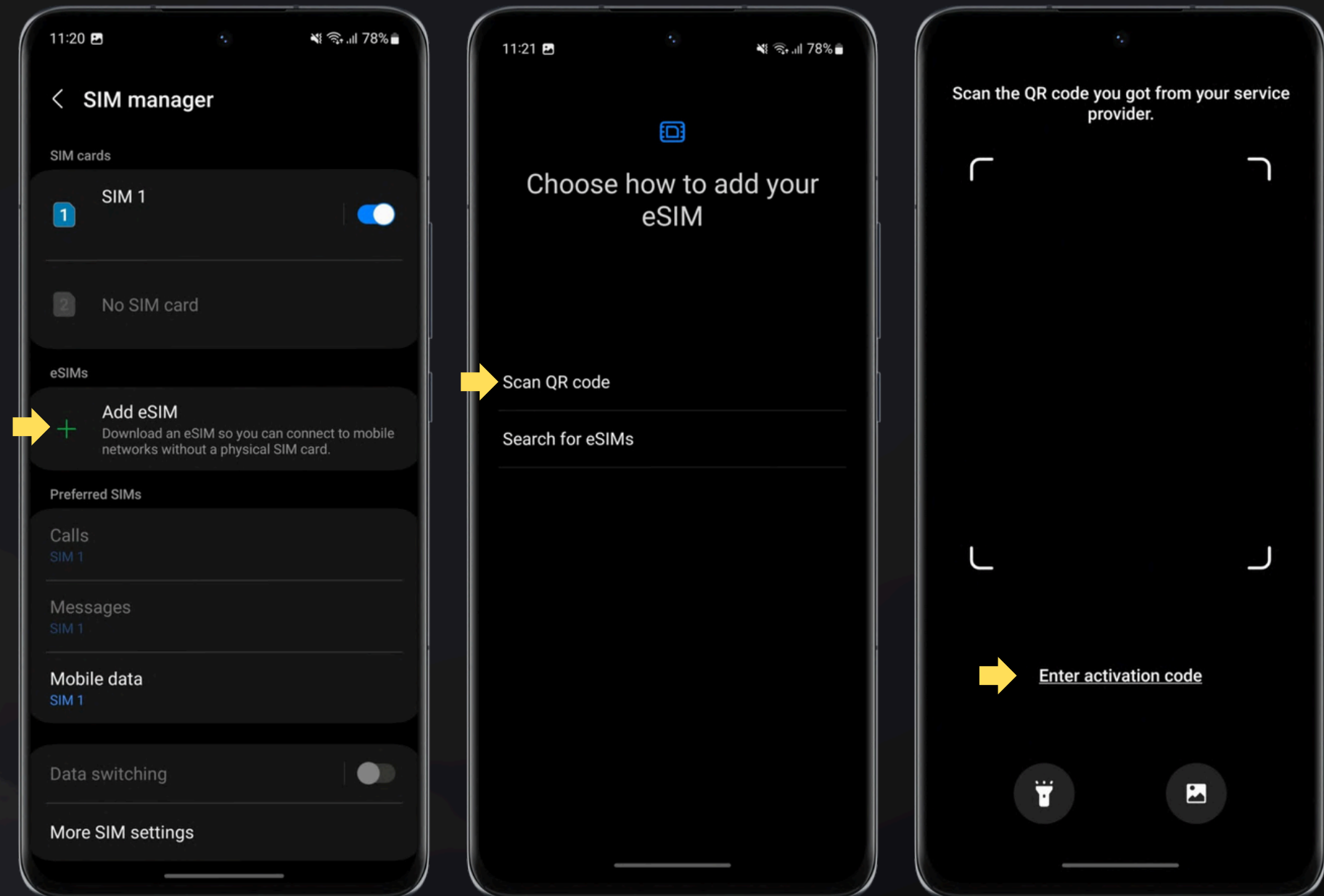
- Go to the KnowRoaming App and Log In.
- Navigate to **My eSIMs**.
- Tap on **eSIM Not Installed**.
- Select **Manual** from the installation options along the top.
- **Copy** the Activation code.



# Manual Installation

Where to enter the SM-DP+ address and activation code:

- Go to **Settings > Connections > SIM Manager**.
- Tap **Add eSIM**. Tap on **Scan QR Code**. Tap **Enter Activation Code**.
- Enter the SM-DP+ Address and activation code.
- Your device will download your eSIM which may take a few minutes.
- Follow any additional prompts to activate your eSIM. **Your eSIM is now installed.**





# Important!

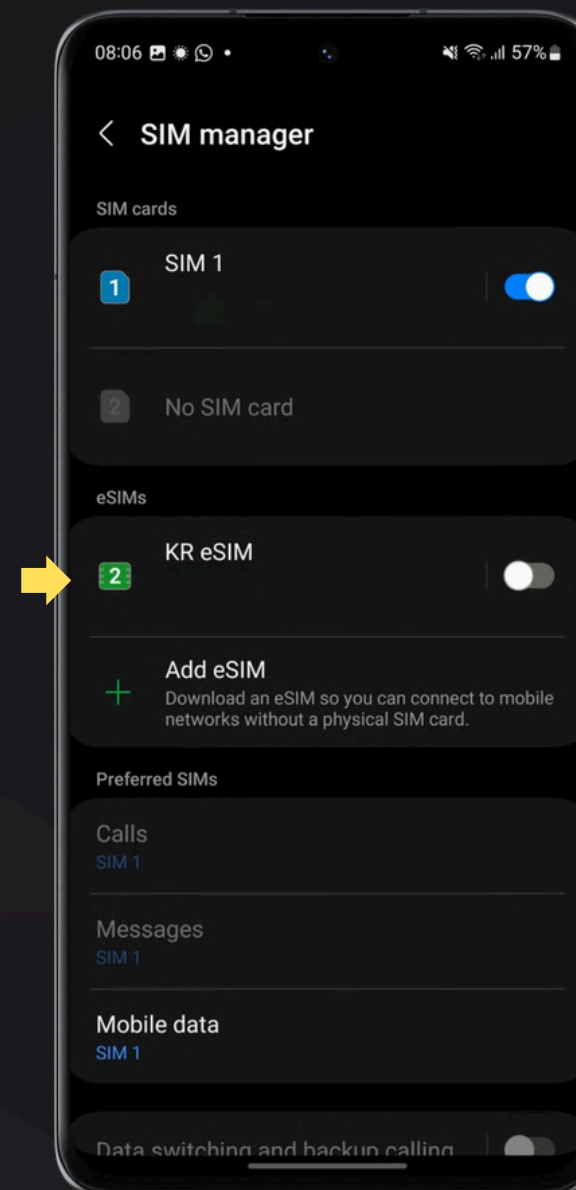
Once your eSIM is installed, it's ready for use. If you haven't reached your destination yet, simply deactivate it until you do. You may get a message that eSIM activation failed if you are not in a destination supported by your eSIM.

## To Deactivate:

- Go to **Settings > Connections > SIM Manager**.
- Ensure your **eSIM is switched off**.
- Ensure **Mobile Data** is set to your normal SIM.

**When you arrive at your destination activate it again.**

**In order to easily identify your eSIM, you may want to rename it.**



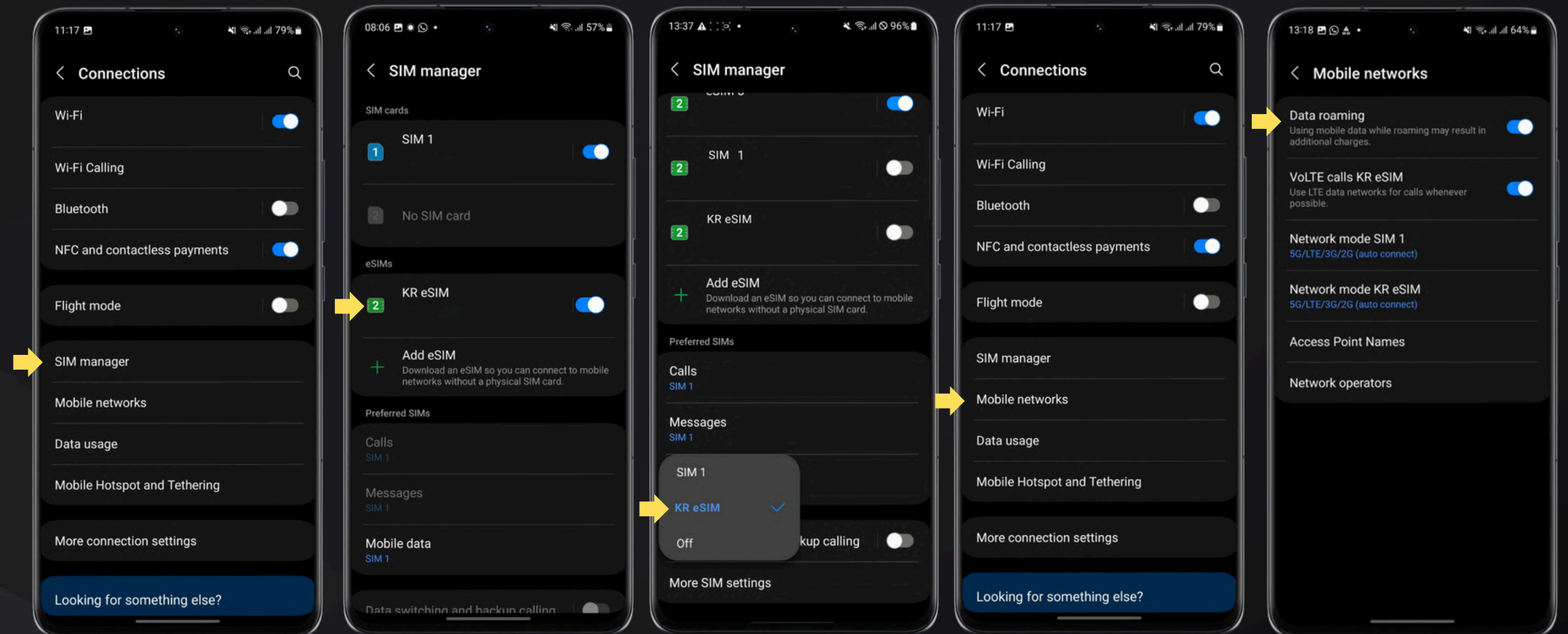
## To Rename your eSIM:

- Go to **Settings > Connections > SIM Manager**.
- Tap the eSIM you wish to edit.
- Tap on **Name** and name it "KR eSIM" or similar.
- Tap **Done**.

# Activate your eSIM

Reminder! Activate your eSIM only when you arrive at your destination.

- Go to your **Settings > Connections > SIM manager**.
- Select the eSIM you wish to activate and toggle it on.
- Select **Mobile Data** and set it to your **eSIM**.
- Go back to **Settings > Connections**. Then **Mobile Networks**.
- Ensure **Data Roaming** is turned on.

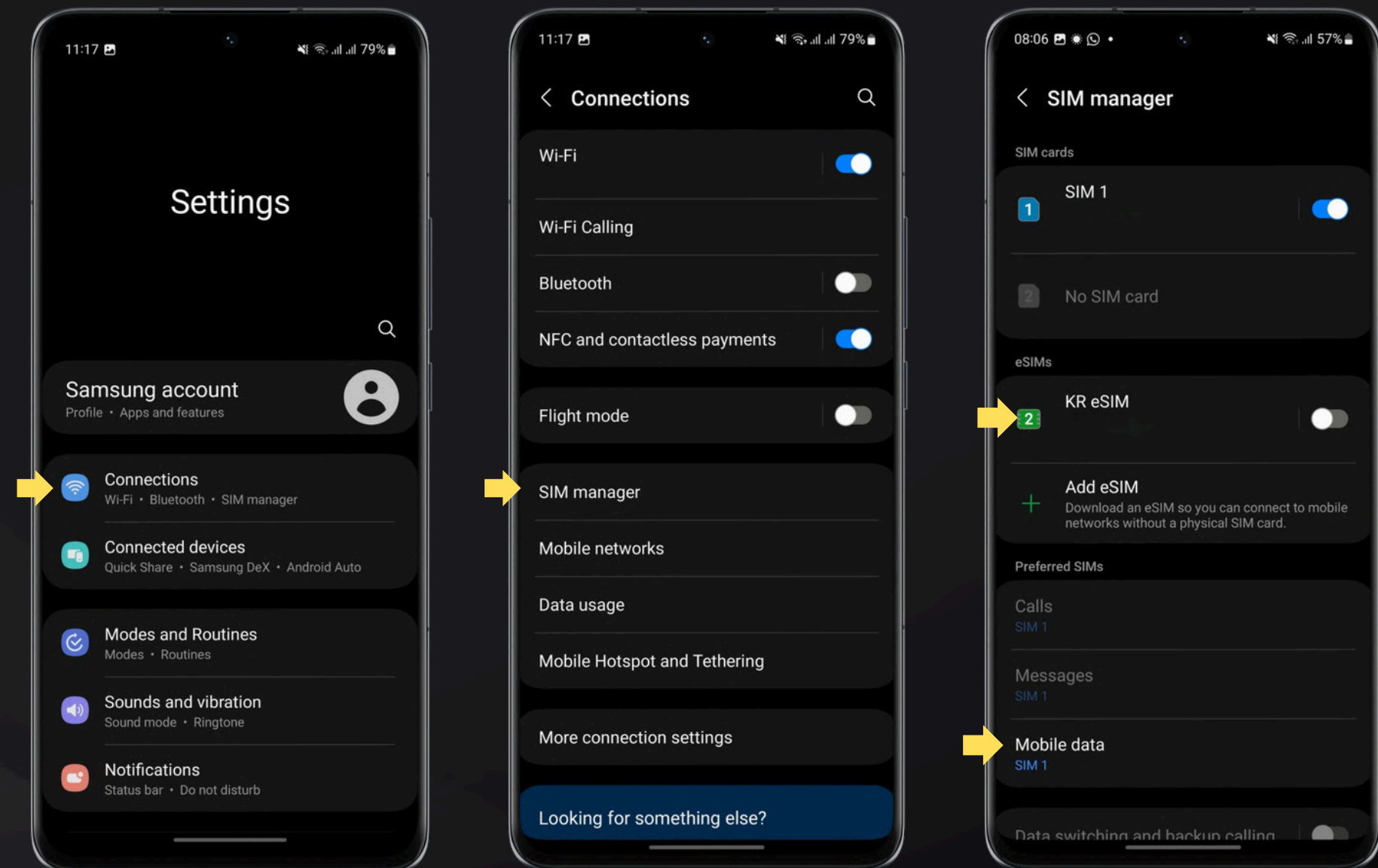


Give your device time to connect. If it doesn't, switch to airplane mode for 30 seconds, then turn it off.  
Still no connection? Check the [troubleshooting](#) steps at the end of this guide.



# Turn off your eSIM when you return

- On your Device: Go to **Settings** and tap on **Connections**.
- Tap on **SIM manager**.
- Under **eSIMs**, toggle your **KnowRoaming eSIM off**.
- Tap on **Mobile Data**, switch it back to your local SIM, and ensure your mobile data is correctly set to your local SIM.

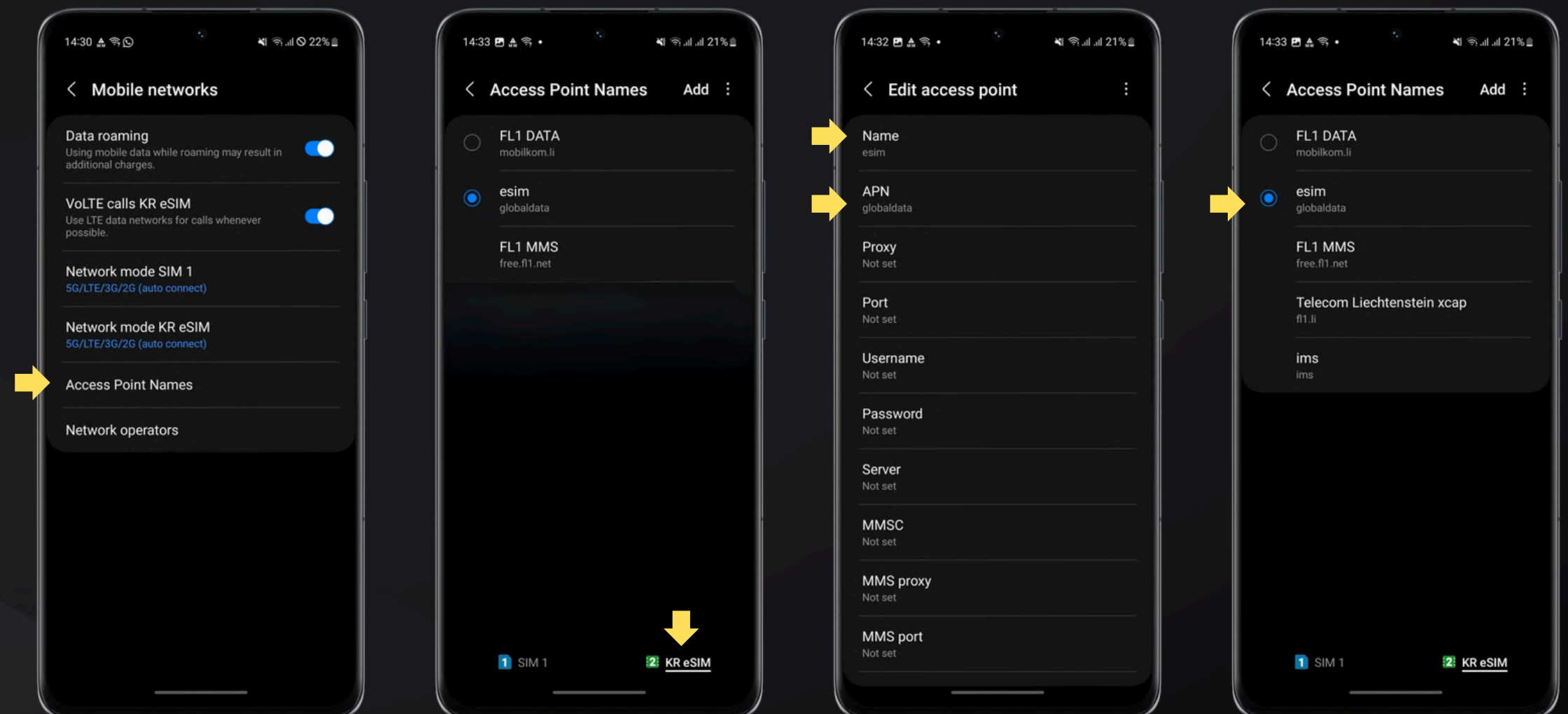




# Troubleshooting

If you are not able to connect to the Internet, you may need to update your APN settings. Setting the APN to "globaldata" ensures your device connects to the right network.

- On your Device: Go to **Settings** > **Connections** > **Mobile Networks** > **Access Point Names (APN)**.
- Each APN on the list will have a name, and the APN address below it.
- If no options include the APN globaldata, click on **Add**. Tap on **Name** and label it **esim** then tap **APN** and label it **globaldata** (no capital letters and no spaces).
- Please ensure the globaldata option is selected if it is already listed.
- Then Tap on the **back arrow** or **Save**, depending on your device, and select the APN with the Name esim and the APN globaldata.
- Tap on the **back arrow** or **Save**, depending on your device and exit settings.



Still not working? Your phone may be network locked. Please contact your home network provider for assistance in unlocking you device.



# That's **It!**

You're ready to explore the world with seamless connectivity from **KnowRoaming**.

**Need help? Contact Our 24/7 Support Team:**

See our **Support Section** on our Website for FAQs.

**Contact** our Support Team via **WhatsApp**.

**Contact** our Support Team via our **Contact Form**.

