

How to install your eSIM on Google Pixel

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

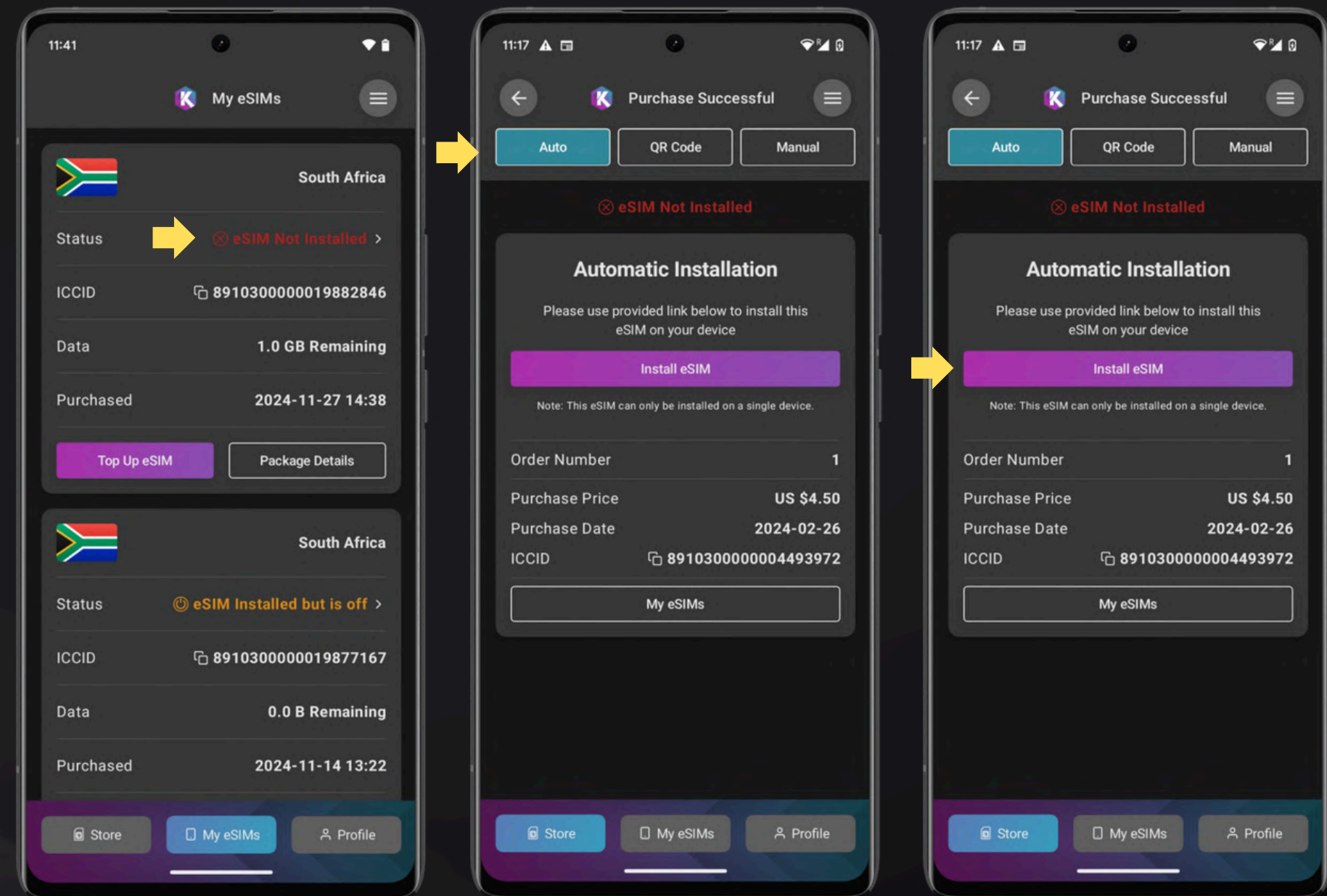
How to **install** your **eSIM**?

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.**

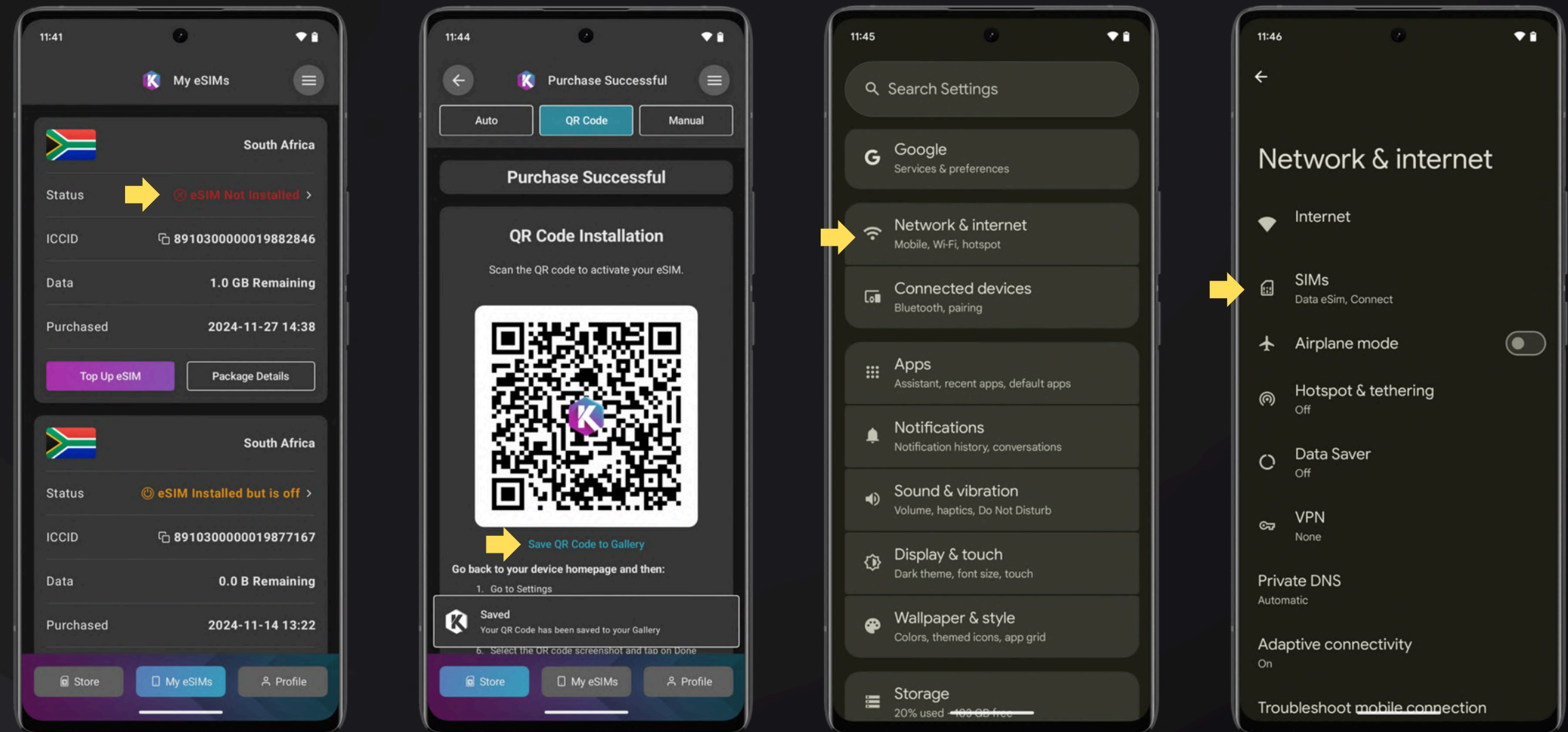


QR Code Installation

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.

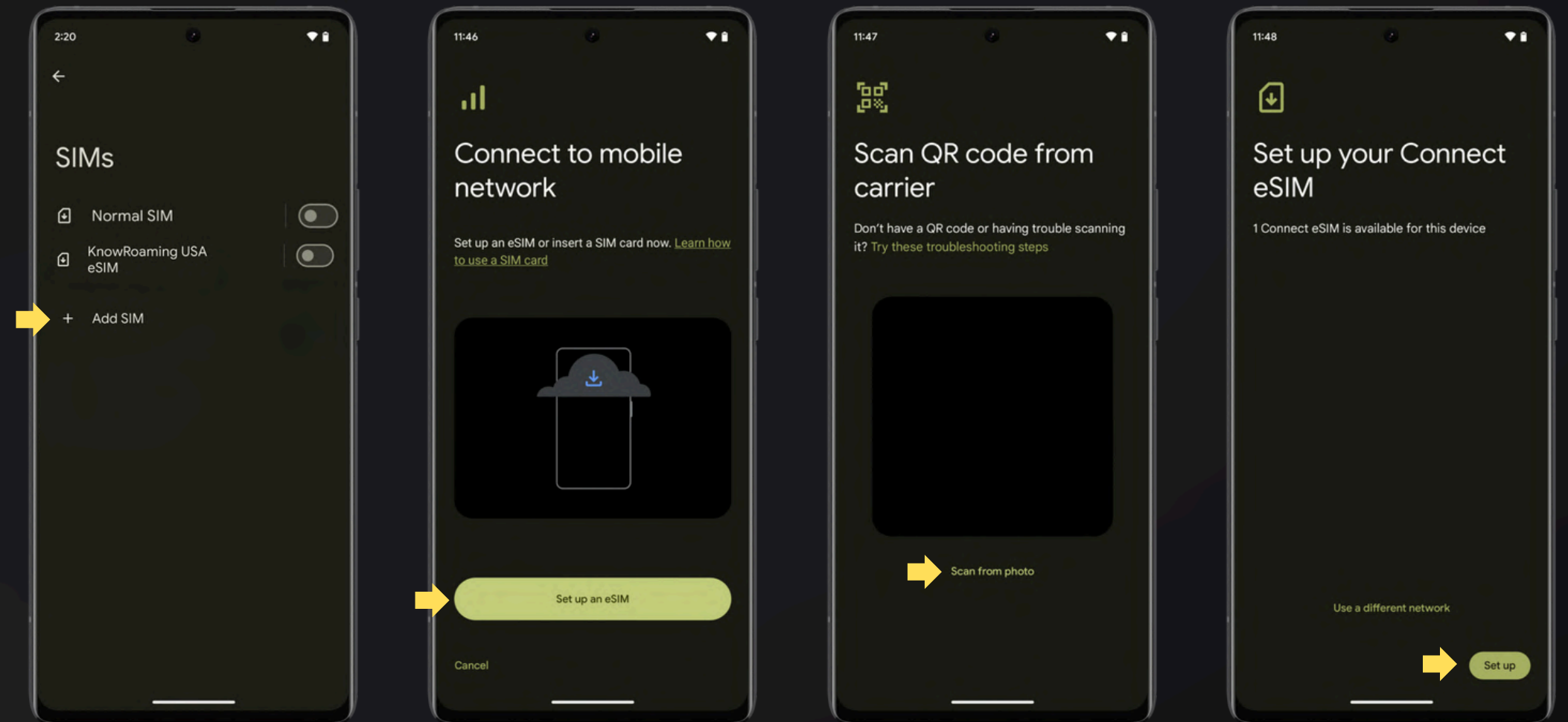
- Click on **Save QR Code to Gallery**.
- On your device: **Go to Network & Internet > SIMs**.



QR Code Installation

Cont...

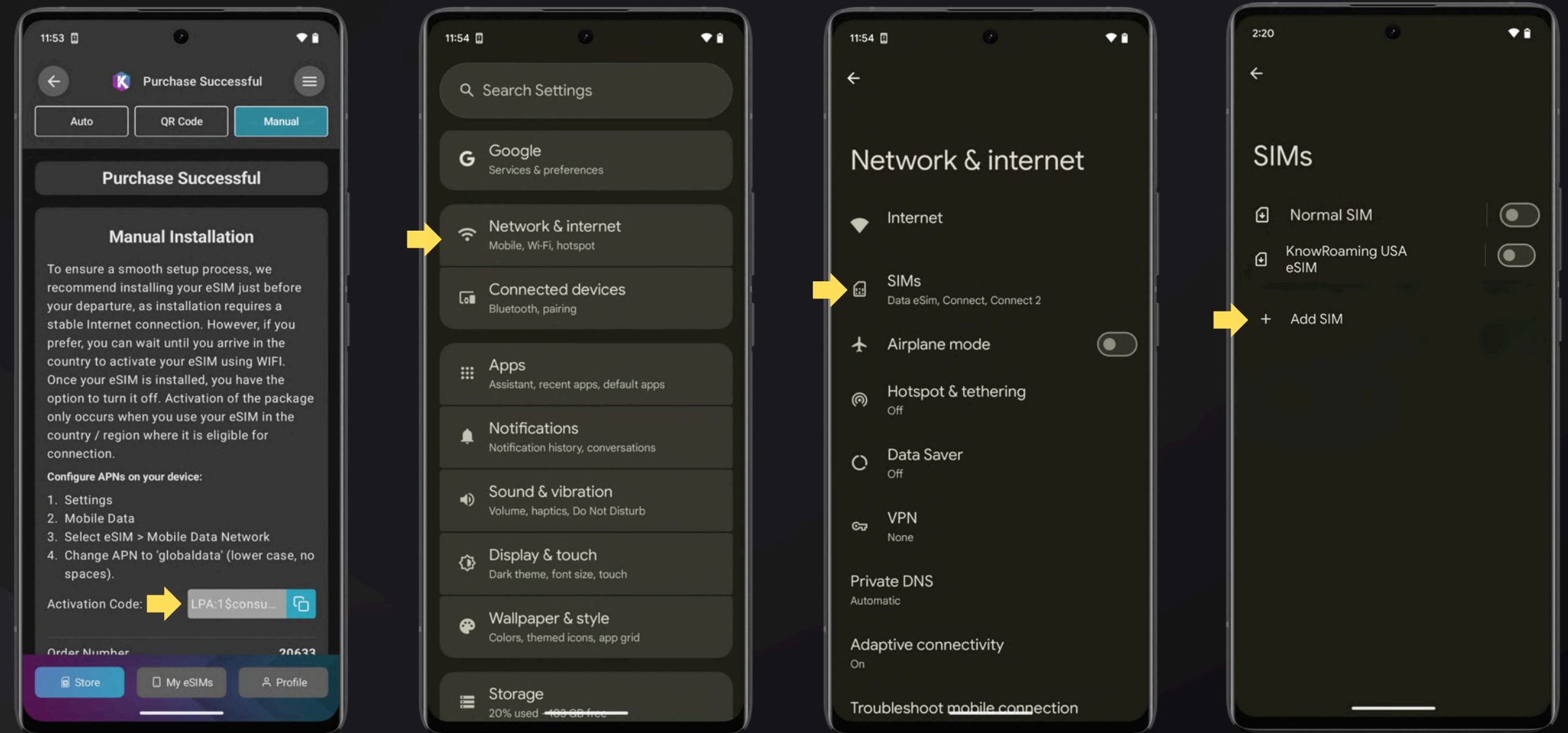
- Tap **Add SIM**.
- Tap **Set up an eSIM**.
- Select **Scan from photo**. This will direct you to your photo library where you will find the saved QR Code.
- Tap **Set up**.
- Wait a few minutes and then you will see the **eSIM Installed Successfully** message. **Your eSIM is now installed.**



Manual Installation

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

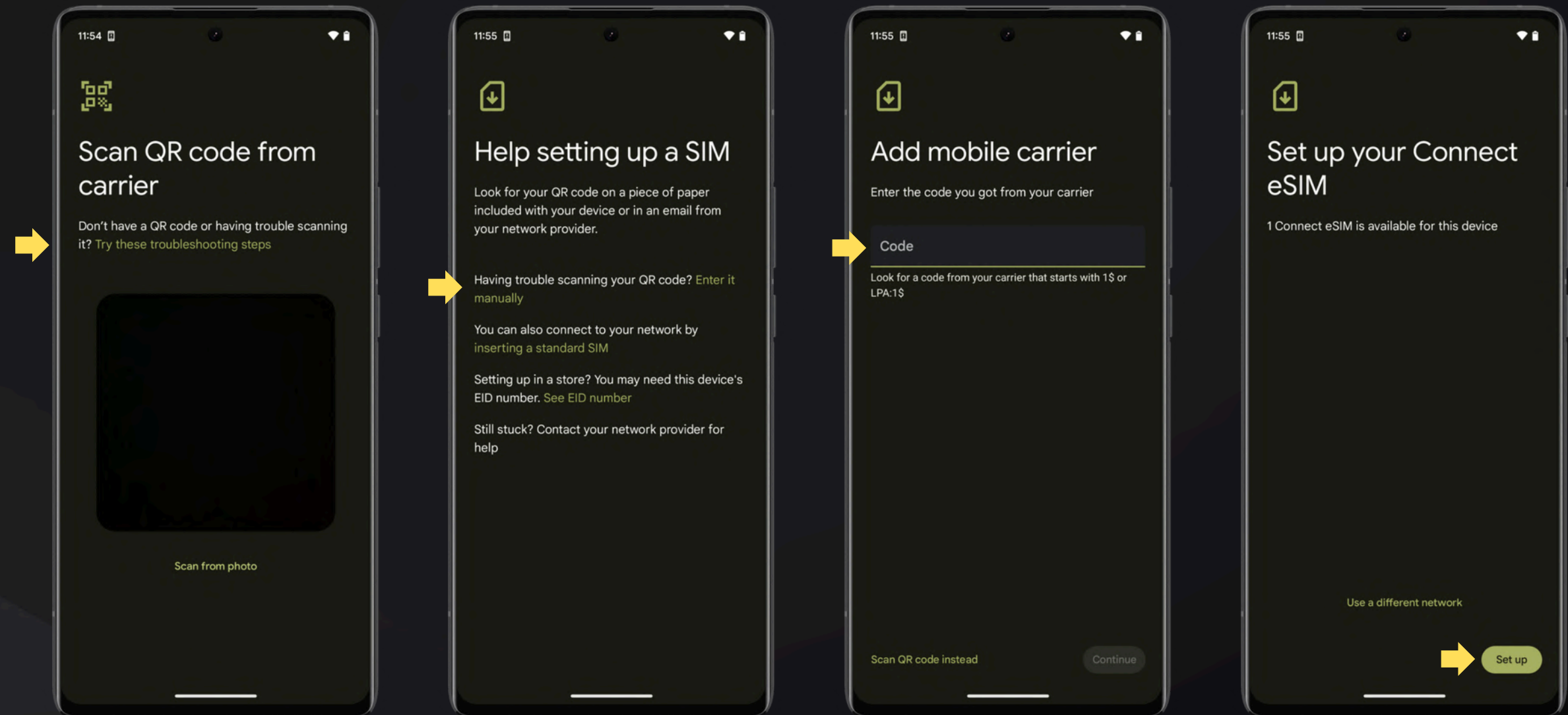
- On the Purchase confirmation screen, tap **Manual**.
- **Copy** the Activation Code.
- Go to **Settings > Network & Internet > SIMs**.
- Tap **Add eSIM**.



Manual Installation

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

- Tap **Try Troubleshooting Steps**.
- Tap **Enter it Manually**.
- **Paste** code.
- Press **continue**.
- Tap **Set up**.
- Wait a few minutes and you will receive an eSIM installed message. **Your eSIM is now installed.**



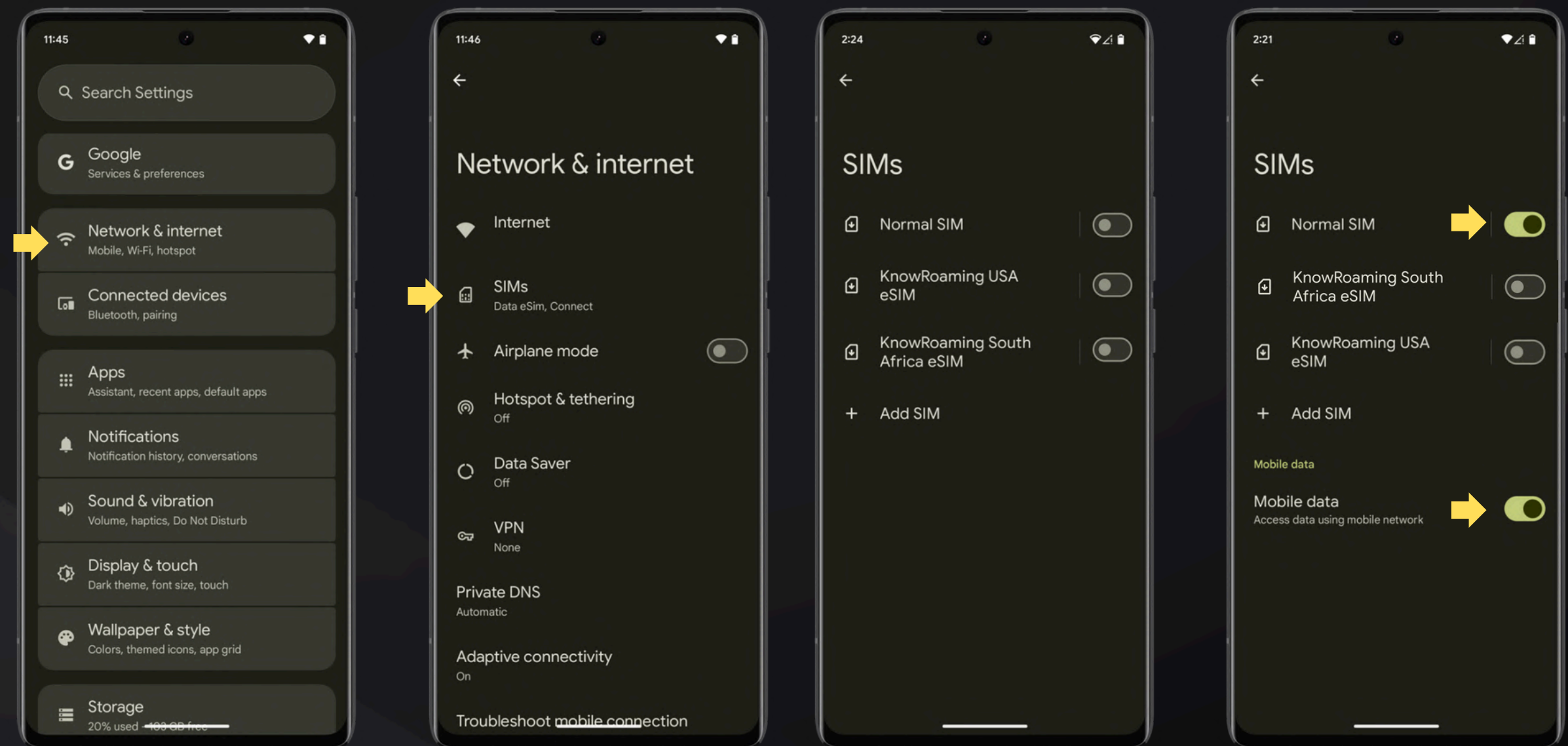
Important!

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 > Network & Internet > SIMs**.
- Ensure your **eSIM is switched off**.
- Switch your **Normal SIM on** and ensure **Mobile Data is switched on**.

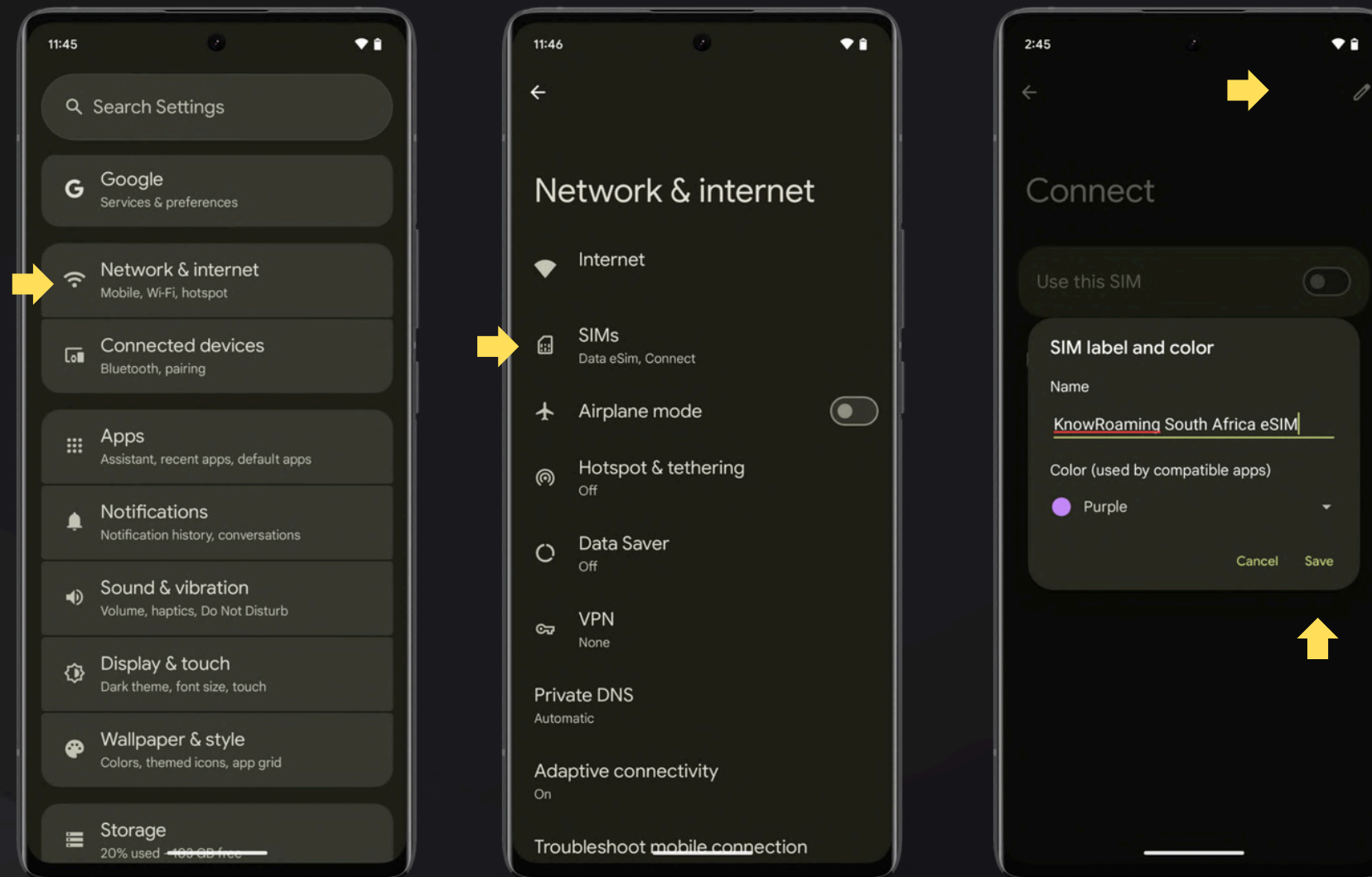
When you arrive at your destination activate it again.



Rename Your eSIM

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

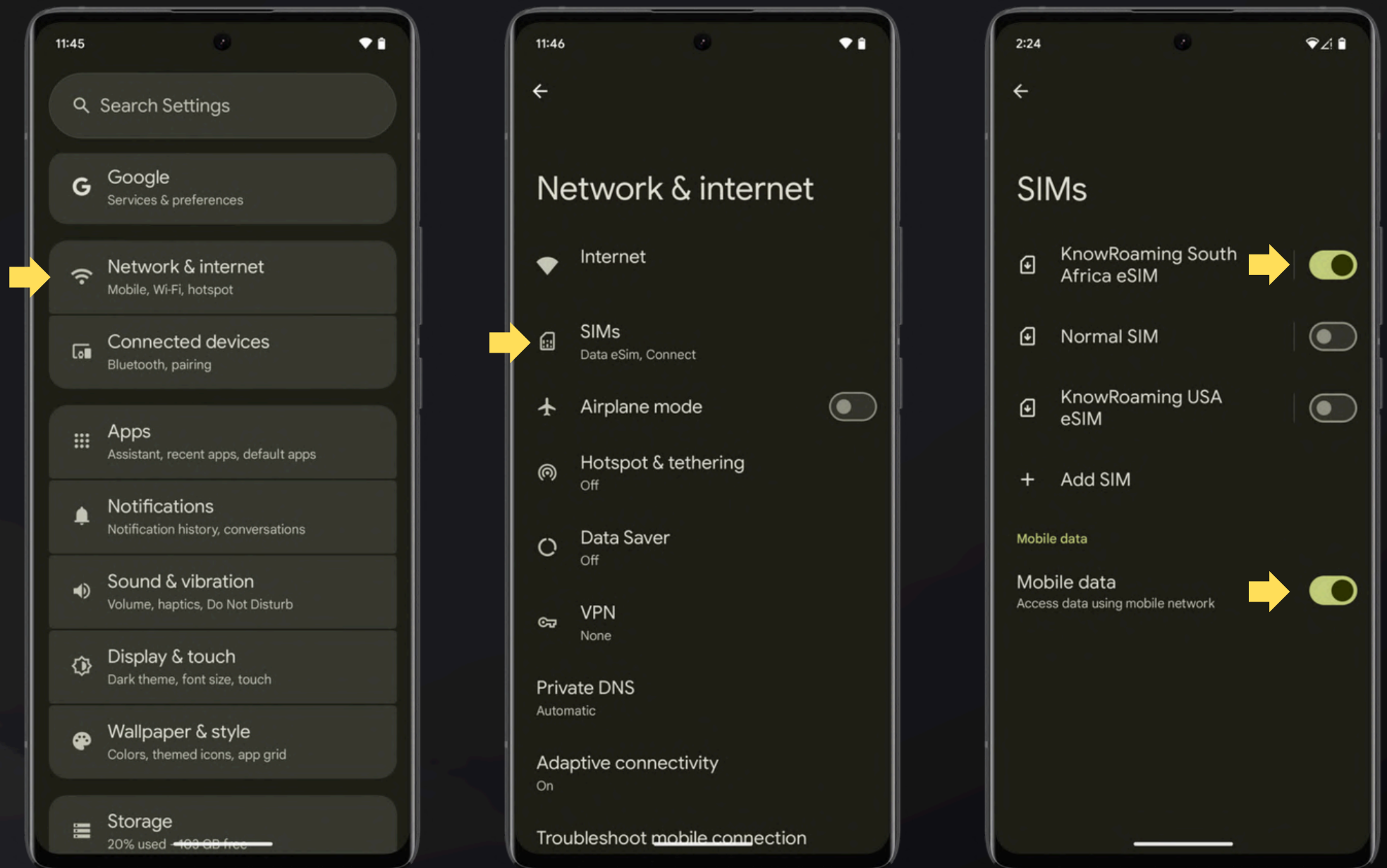
- Go to **Settings > Network & Internet > SIMs**.
- **Select the eSIM** you wish to edit.
- Tap the **pencil icon**
- Rename the eSIM
- Tap **Save**



Activate your eSIM

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

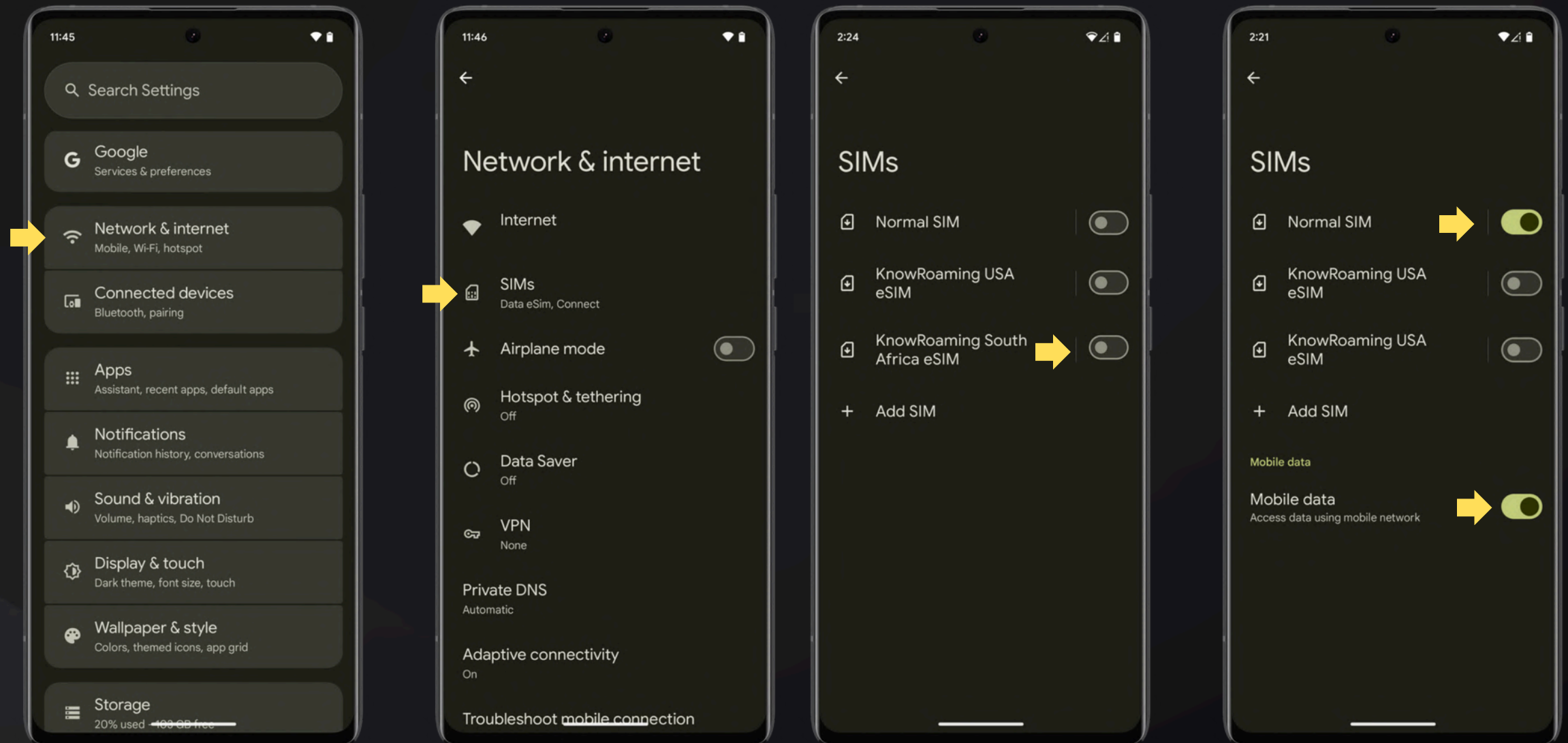
- Go to **Settings > Network & Internet > SIMs**.
- Select the eSIM you wish to activate and toggle the eSIM to **on**.
- Ensure **Data Roaming** is switched **on**.



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

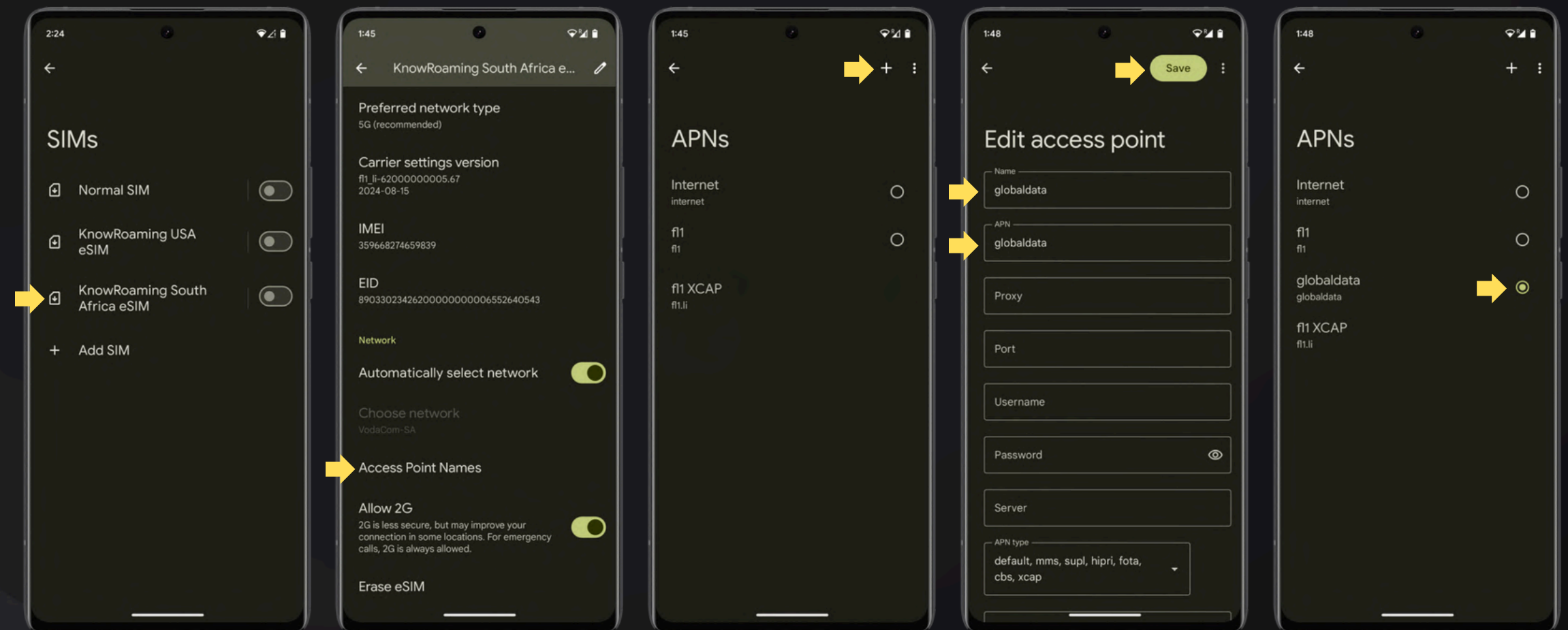
- Go to **Settings > Network & Internet > SIMs**.
- **Turn off** your KnowRoaming eSIM.
- **Toggle on** your Normal SIM.
- Ensure **Mobile Data** is switched on.



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** > **Network & Internet** > **SIMs**. Ensure the eSIM you want to update is toggled to on and tap on the eSIM. Scroll down to Access point Names
- Each APN on the list will have a name, and the APN address below it.
- If no options include the APN globaldata, click on the + or **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.
- Tap on **Save** and ensure the globaldata APN is selected.



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**.

