How to install your eSIM using the Web on Desktop or Mobile





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.

QR Code Installation

- On KnowRoaming.com, log in and navigate to **My eSIMs & Top Up**.
- You will see a list of your eSIMs available.
- On the eSIM you wish to install, select
 eSIM not installed. Your QR Code will display.





7- Blogs 🔇 KnowRoaming Blog 🔇 Buy eSIM Plans O 🔇 Tapfillate	 Social Media □ Competitors 	● 1160 04 Det 1440 ↓ 1 む ◎ : → All Bookmarks	
is an eSIM? Get Support Cont My eSIMs & Top Up	Q Where are you travell () US \$		
Need help with installing your eSIM? nload our step-by-step installation guide, click on the appropr	iate button below:		
	1-	2 → 3	→ 4

QR Code Installation

- Using your mobile device, **scan the QR code**.
- Tap on **Mobile Plan**.
- Accept and continue all prompts.

Your eSIM is now installed.







IOS: 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 Rename your eSIM:

- Go to Settings > Mobile Service > Scroll to the **SIMs section**.
- Tap on the eSIM you wish to rename
- Tap the **eSIM** at Mobile Plan Label
- Scroll to and tap on Custom Label to rename it
- Tap **Done**.

IOS: Activate your eSIM

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

- Go to Settings > Mobile Service > Scroll to the SIMs section.
- Under SIMs, select the eSIM you wish to activate and toggle **Turn On This Line** to on.
- Go back to Settings > Mobile Service > Scroll to the SIMs section.
- Select your eSIM and ensure **Data Roaming is** set to 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 <u>troubleshooting</u> steps. *If it displays eSIM "activating", please wait for it to complete. 🗯 iOS





IOS: Turn off your eSIM when you return

- Go to Settings > Mobile Service > Scroll to the SIMs section.
- Select the eSIM you wish to deactivate and toggle Turn On This Line to off.
- Go back to Settings > Mobile Service > Scroll to the SIMs section.
- Switch it back to your local SIM.
- Ensure your **mobile data** is correctly **set to your local SIM.**



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Mobile Service Connect	t	
Mobile Plan Label Know	Roaming eSIM	
Turn On This Line		
CONNECT		
Network Selection		
My Number		
Wi-Fi Calling	Off	
Calls on Other Devices	When Nearby	
Voice & Data	5G Auto	
Mobile Data Network		
Data Mode	Standard	
Limit IP Address Tracking		
Data Roaming		
SIM PIN		
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Settings	Mobile Service	9	
Mobile Data	Э	Primary	
Set Up Pers	sonal Hotspot		
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P Primary +1 (555) 123-4567		On	
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IOS: 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.

- Go to **Settings** on your device then **Mobile Service**.
- Select your eSIM under SIMs.
- Go to Mobile Data Network.
- Under Mobile Data, change the APN to globaldata (all lower case, all one word and no space before or after.)
- Leave the other fields blank.
- Attempt to **access the Internet** to verify connection.
- Turn **airplane mode** on for 30 seconds, and then off and then wait two minutes and retry.



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

🗯 iOS





Android: 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 <u>activate it</u> again.

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

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+	Add eSIM Download an eSIM so you networks without a physi	u can connect to mobile cal SIM card.
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Calls SIM 1		
Mess SIM 1	ages	
Mobil SIM 1	e data	
Data	switching and backu	n calling



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.

Android: 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.

Android





Android: Turn off 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.





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Android: 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.

Android

Pixel: 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.









Pixel: Important!

To Rename:

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









Pixel: 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 <u>troubleshooting</u> steps.



Pixel: Turn off 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.









Pixel: 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 t!

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**.

