How to install your eSIM on iPhone





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.

Please note that on some devices, **Mobile Service** may be called **Mobile Data** or **Cellular**.

Automatic Installation (Quickest and easiest method)

2

1

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, tap the **Allow** button.
- Wait for the connection to be complete which may take a few minutes.
- Once completed, you will see the **eSIM Installed** 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 the **QR Code** button along the top.
- Tap on Save QR Photos.

12:14	
My eSIMs 📃	
South Africa	
Status eSIM Not Installed >	
ICCID 6 891030000019882846	
Data 1.00 GB	
Purchased Date 2024-11-27 12:38	
Top Up eSIM Package Details	
■ Store My eSIMs A Profile	







QR Code Installation

Cont...

- On your device: Go to your camera and select the QR code you saved. Tap and hold on the QR code.
- Tap on the **Add eSIM** button.
- Wait a few minutes and then you will see the eSIM Installed message.

Your eSIM is now installed.



Q Search







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 buttons along the top.
- Copy the SM-DP+ address and activation code.





Manual Installation

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

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

- Go to Settings > Mobile Service.
- Tap Add eSIM.
- Tap Use **QR Code**.
- Tap Enter Details Manually.
- 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.

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Set	tings		
	Apple ID, iCloud,	Media & Purchases	>
Apple	e ID Suggestions	3	>
Finish	h Setting Up Your if	Phone 1	>
<mark>⊳</mark> ≽	Airplane Mode		
2	Wi-Fi	Not Connected	>
8	Bluetooth	Not Connected	>
	Mobile Service		
	Notifications		
	Sounds & Haptics		
	Focus		
	Screen Time		
Ø	Gener al		

12:18	12:18	≎ ■
Back	K Back	
	Enter Act Cod	ivation e
	Enter the activation infor your network	mation provided by provider.
	SM-DP+ Address	
Scan QR code	Activation Code	
Position the QR code from your network provider in the frame.	Confirmation Code Optio	
Learn More	A confirmation code is re-	quired if it has been
	qwerty	u i o i
	a s d f g	hjkl
	☆ Z X C V	bnm 🤄
	123 space	next
Enter Details Manually	e	Ų



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 > Mobile Service > Scroll to the SIMs section.
- 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 > 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.

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.
- Ensure **Mobile Data** is set to your eSIM.
- 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 at the end of this guide. *If it displays eSIM "activating", please wait for it to complete.







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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11:17	: ?	Ô
Mobile Service Connect		
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		
SIM Applications		
Limit IP address tracking by hidir from known trackers in Mail and	ng your IP address Safari.	

12:53	
Settings Mobile	Service
Mobile Data	Primary >
Set Up Personal Hots	pot
Turn off mobile data to res including email, web brows	trict all data to Wi-Fi, sing and push notifications.
Default Voice Line	Primary >
SIMs	
P Primary +1 (555) 123-4567	On >
Used as "KnowRoam No Number	ing eSIM" Off >
Used as "Mobile Data No Number	a" No SIM
Add eSIM	
MOBILE DATA FOR PRIMA	RY
Current Period	5.18 GB
Current Period Roam	ing Zero KB
APPS BY USAGE	SORT BY NAME
Safari 3.40 GB	
System Service	s 1.10 GB >



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.







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**.

