



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**?

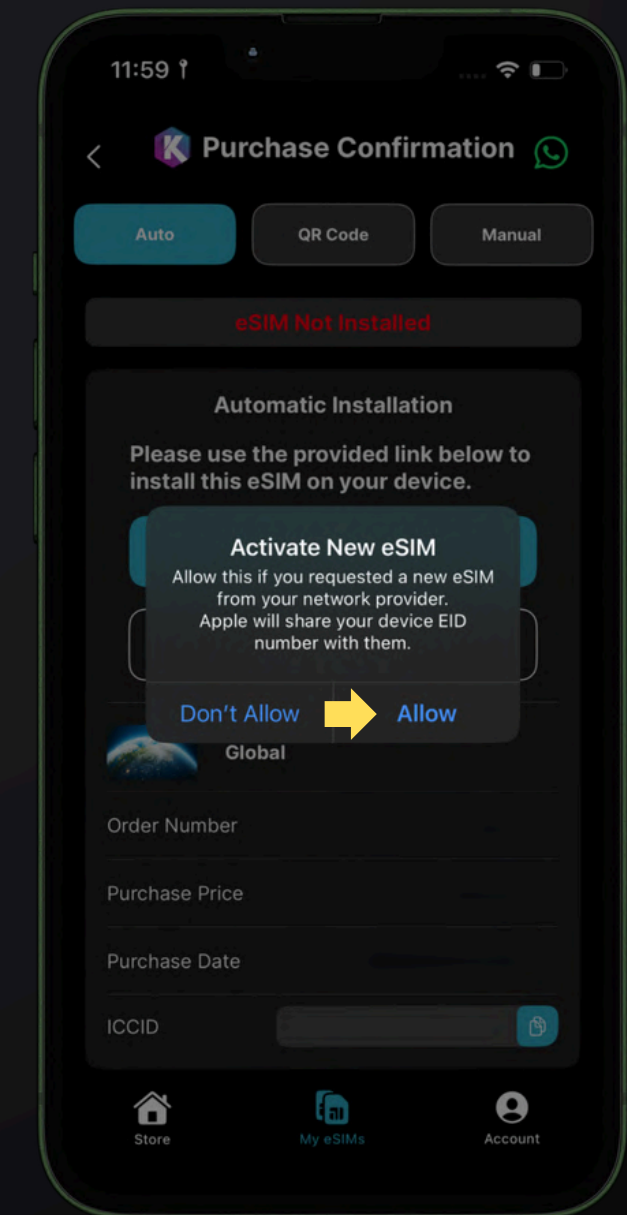
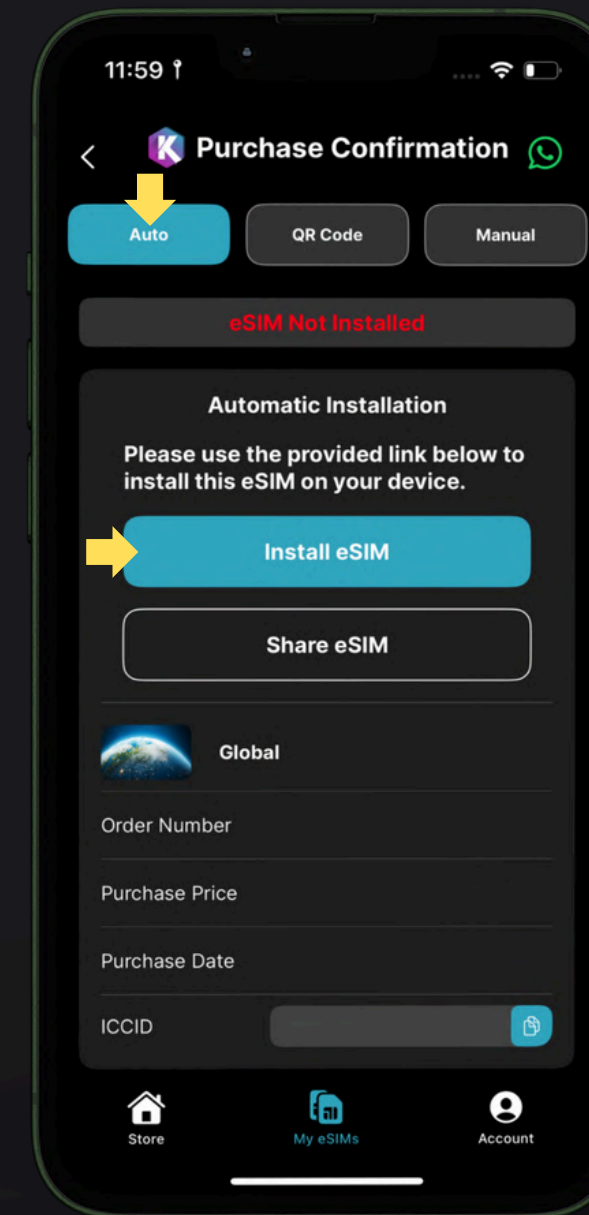
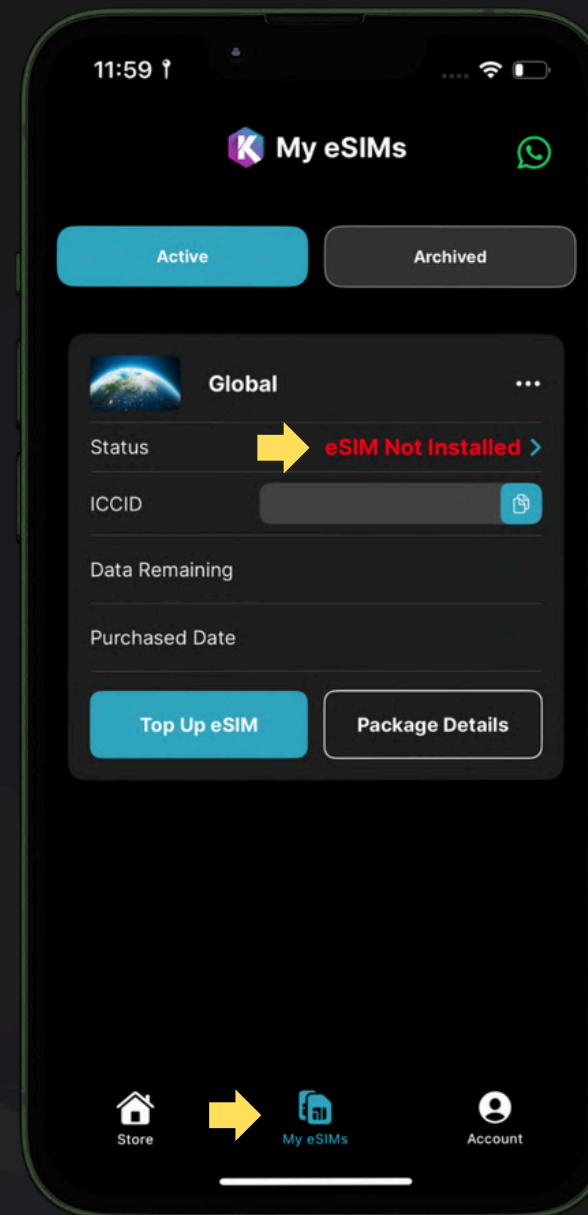
Choose the best option for you.

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

- 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

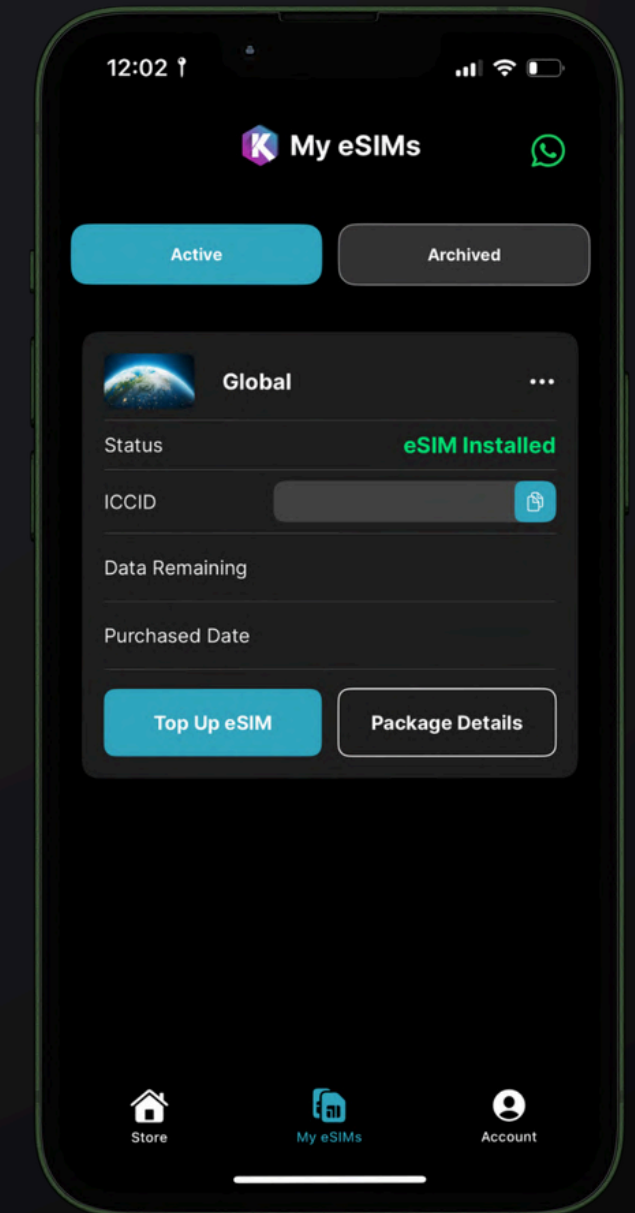
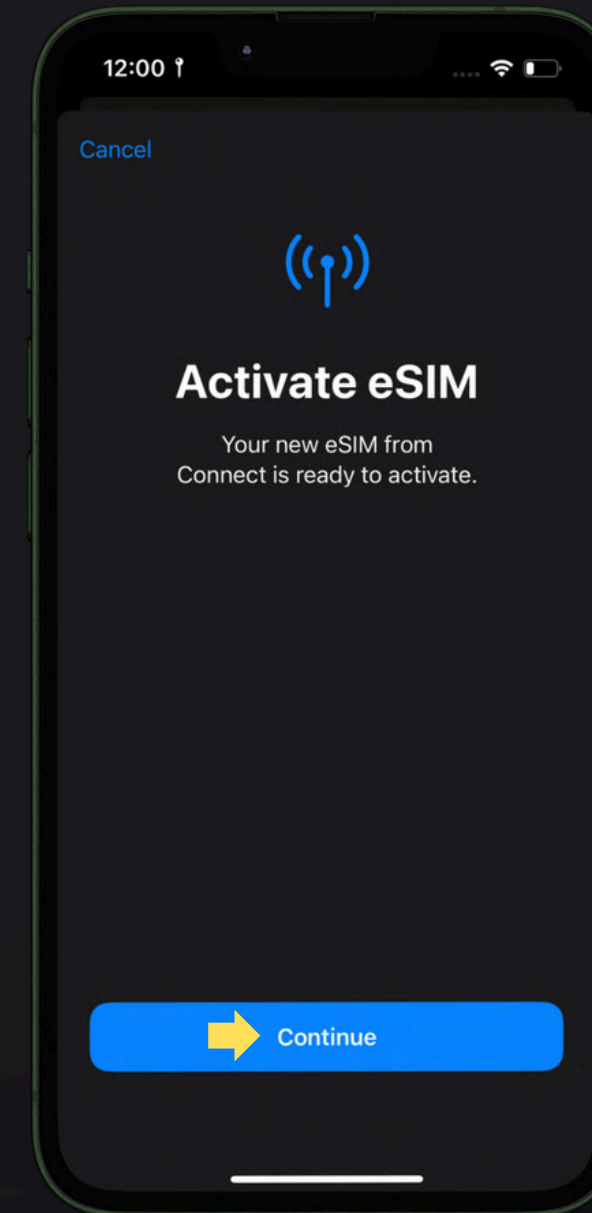
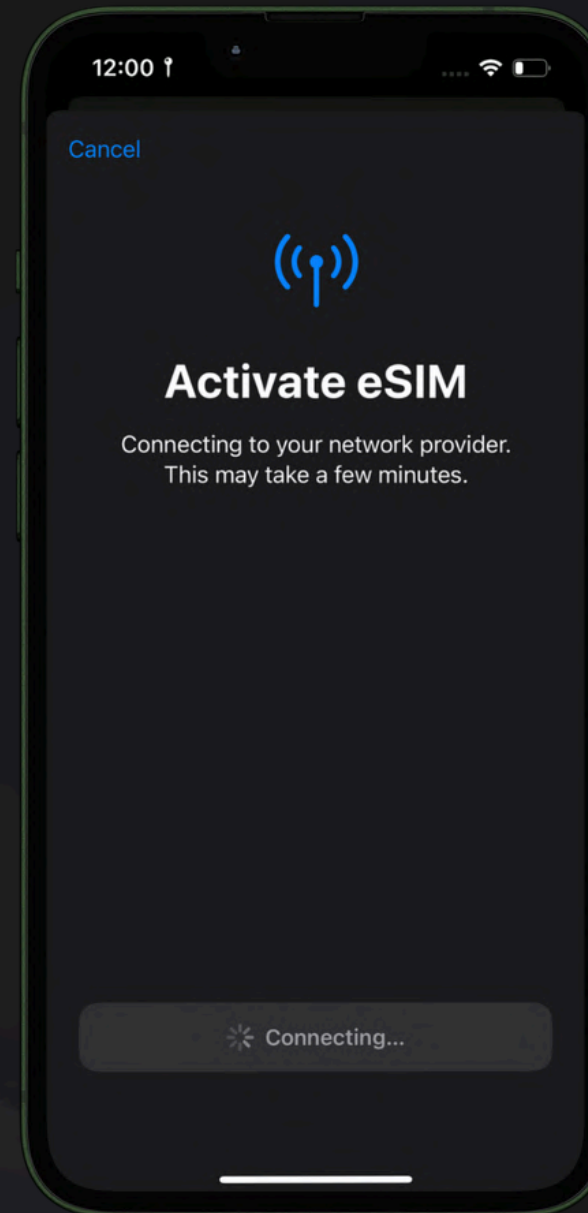
- On the App: Go to **My eSIMs** and select the eSIM package you wish to install. Tap on the **eSIM not installed** link.
- Tap **Auto** at the top of the screen then on **Install eSIM**.
- The eSIM Install launcher will display, tap the **Allow** button.



Automatic Installation

Cont...

- 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.**
- **Click here to deactivate your eSIM before you travel.**



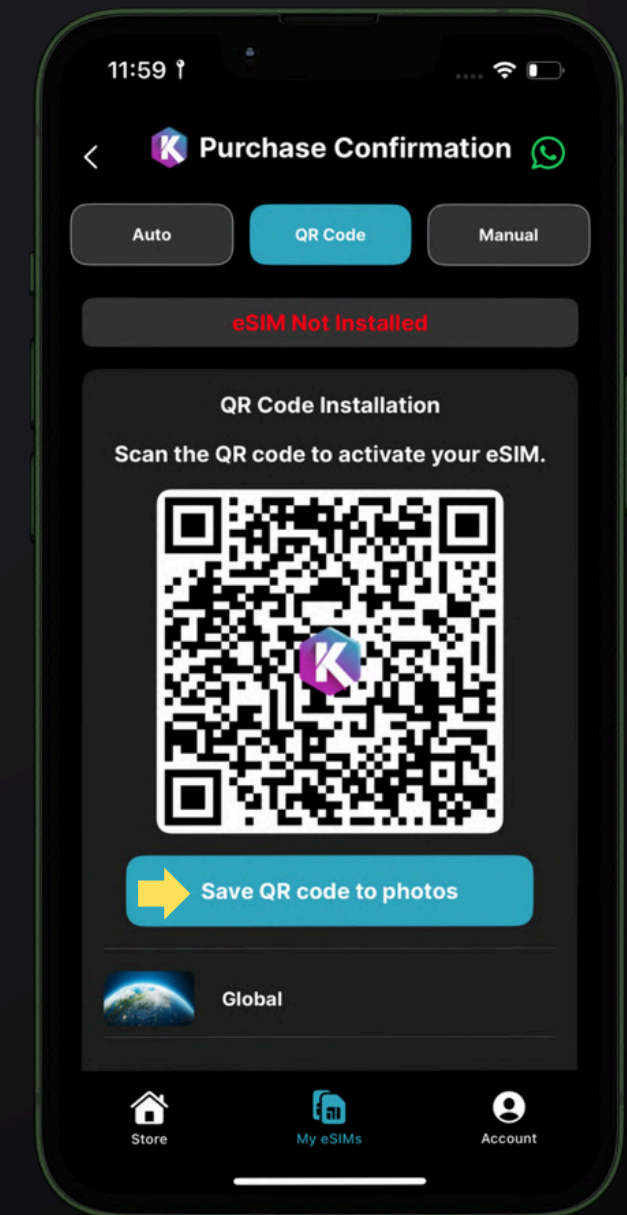
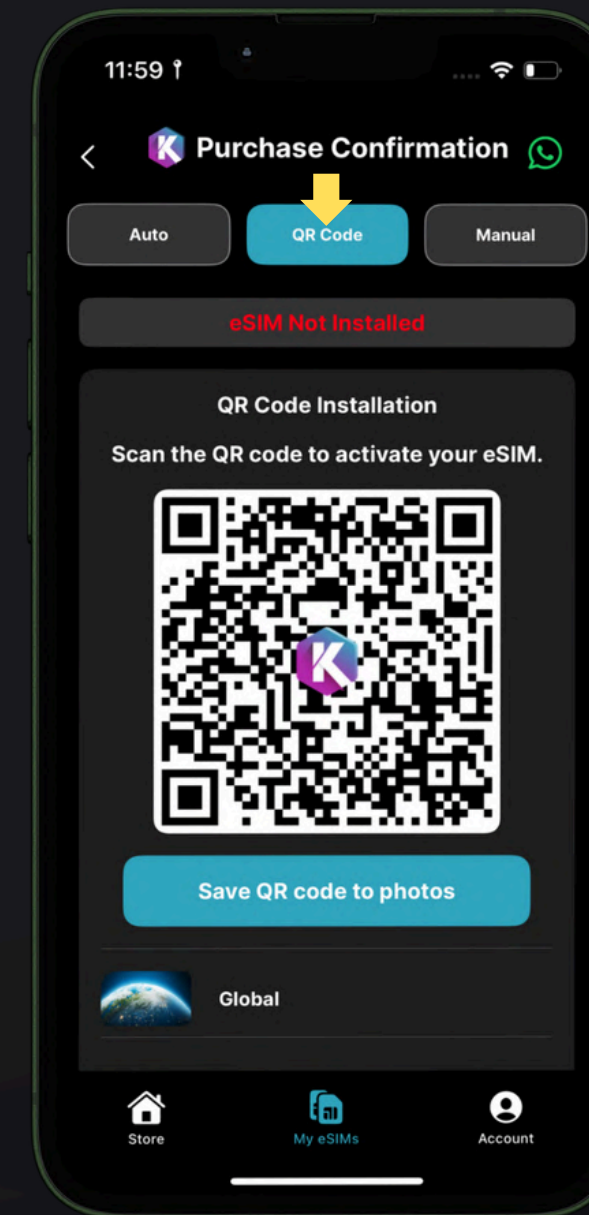
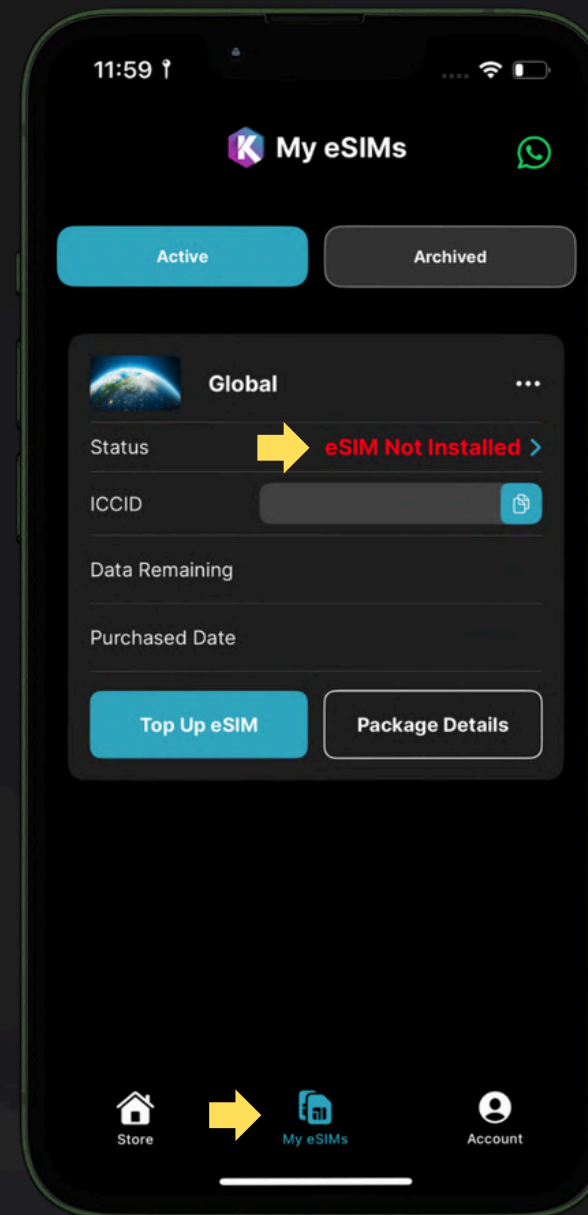
QR Code Installation

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.

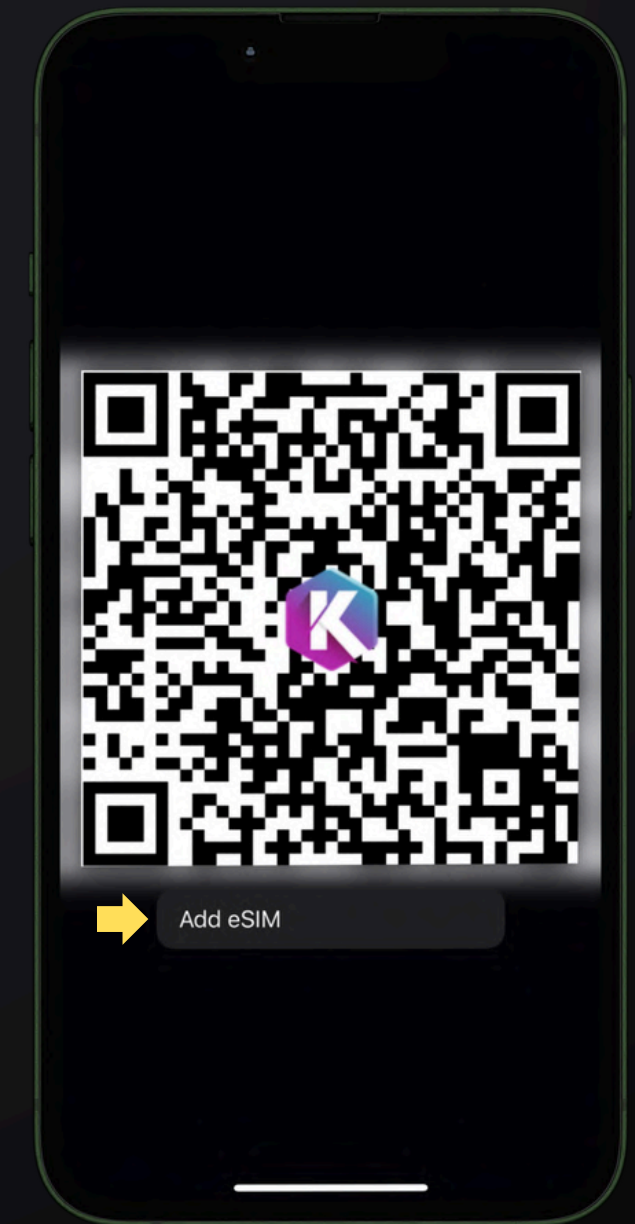
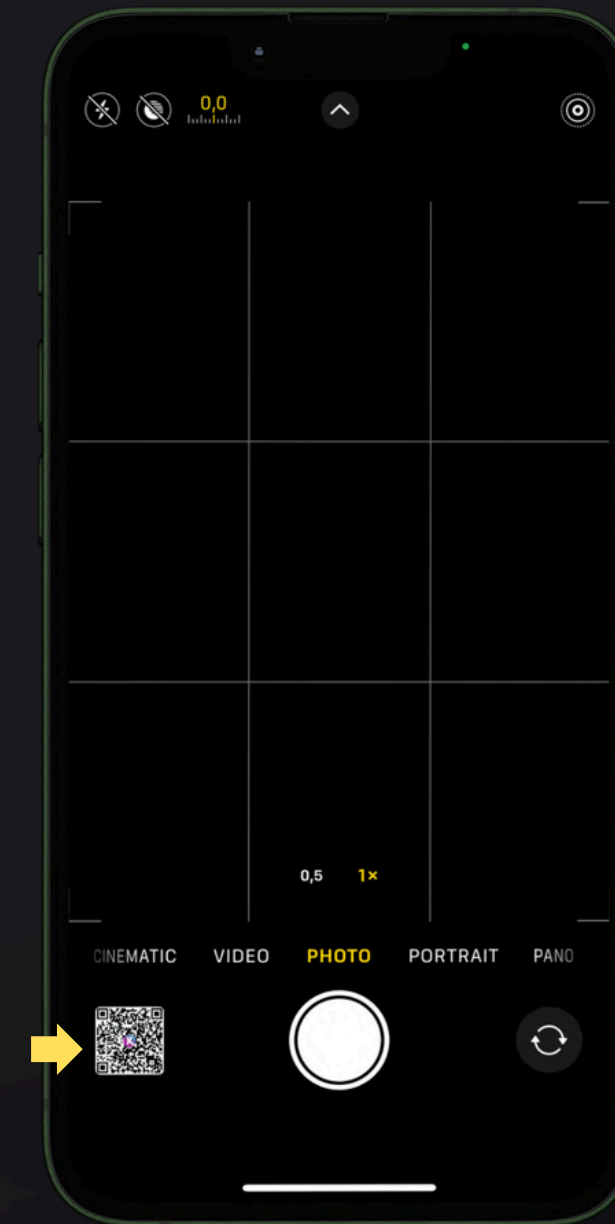
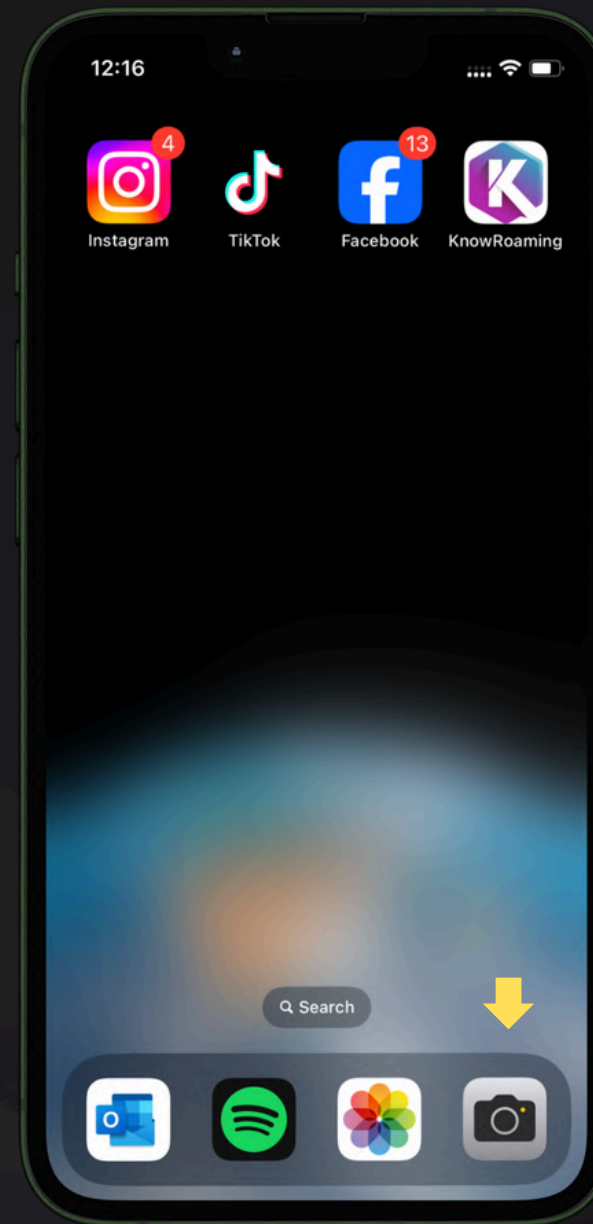
- Tap on the **QR Code** button along the top.
- Tap on **Save QR Photos**.



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.
- **Click here to deactivate your eSIM before you travel.**

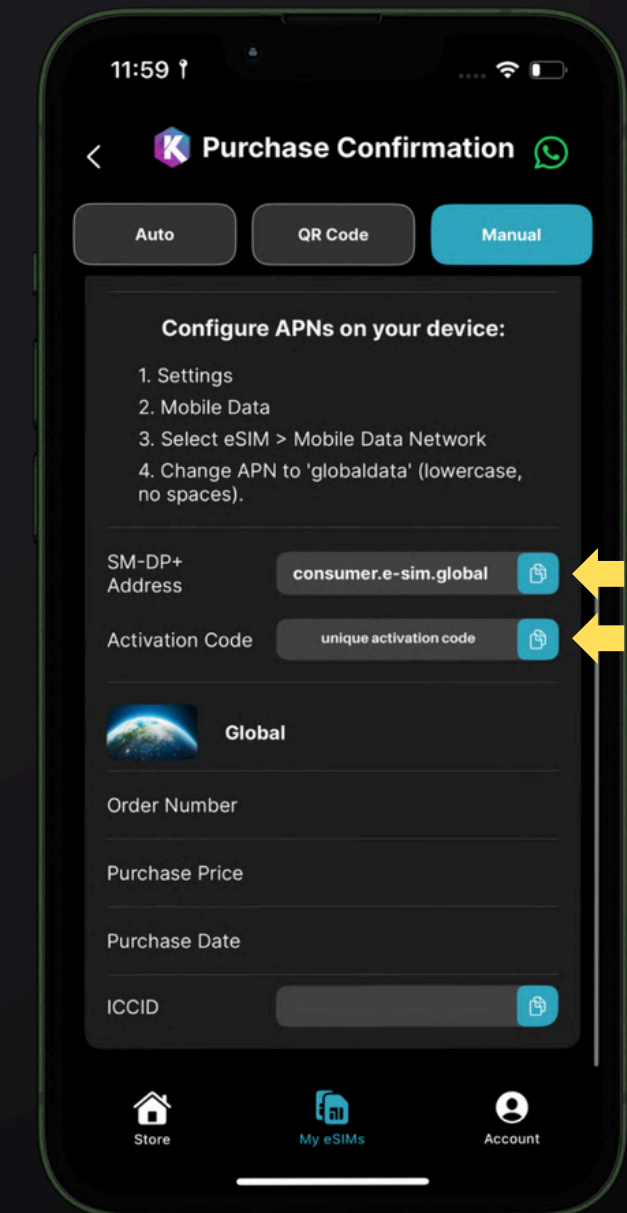
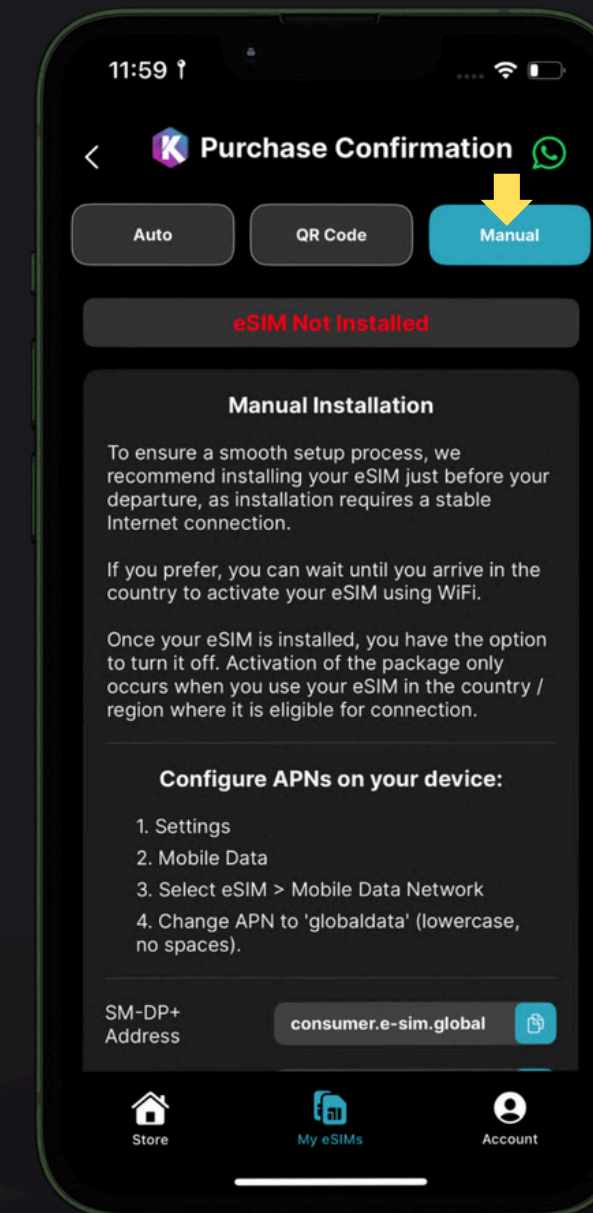
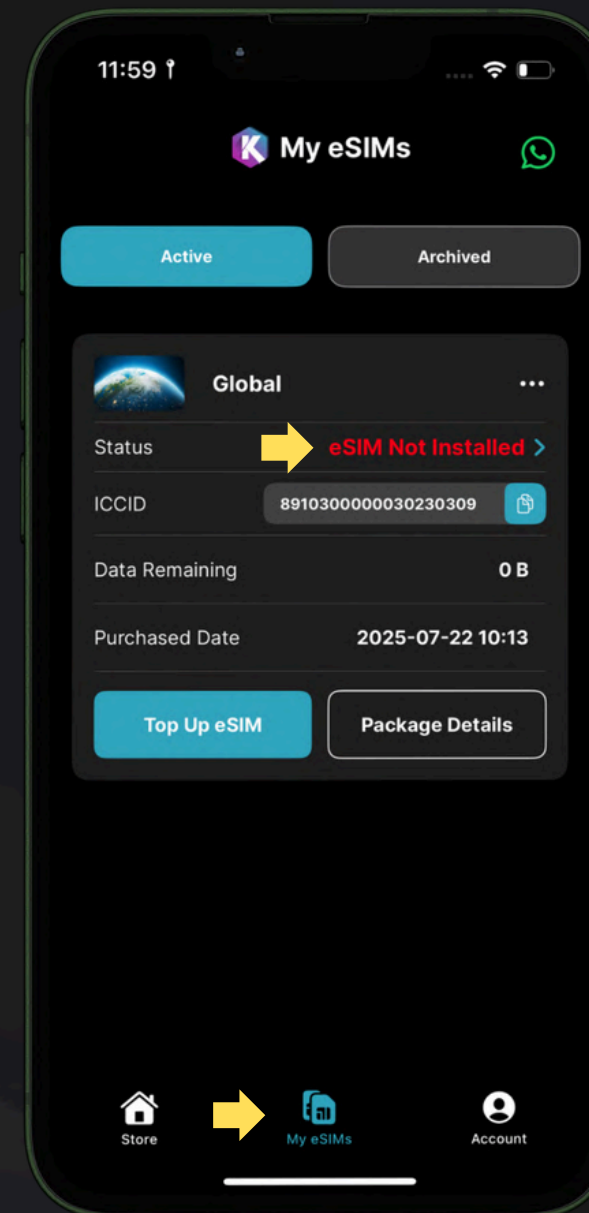


Manual Installation

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.

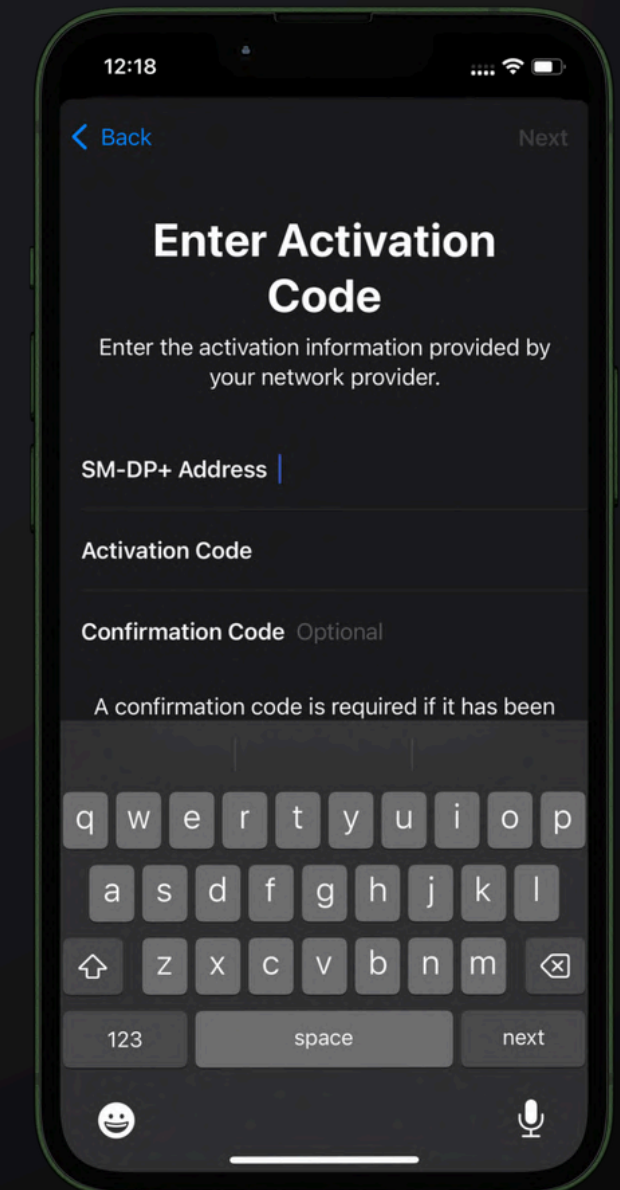
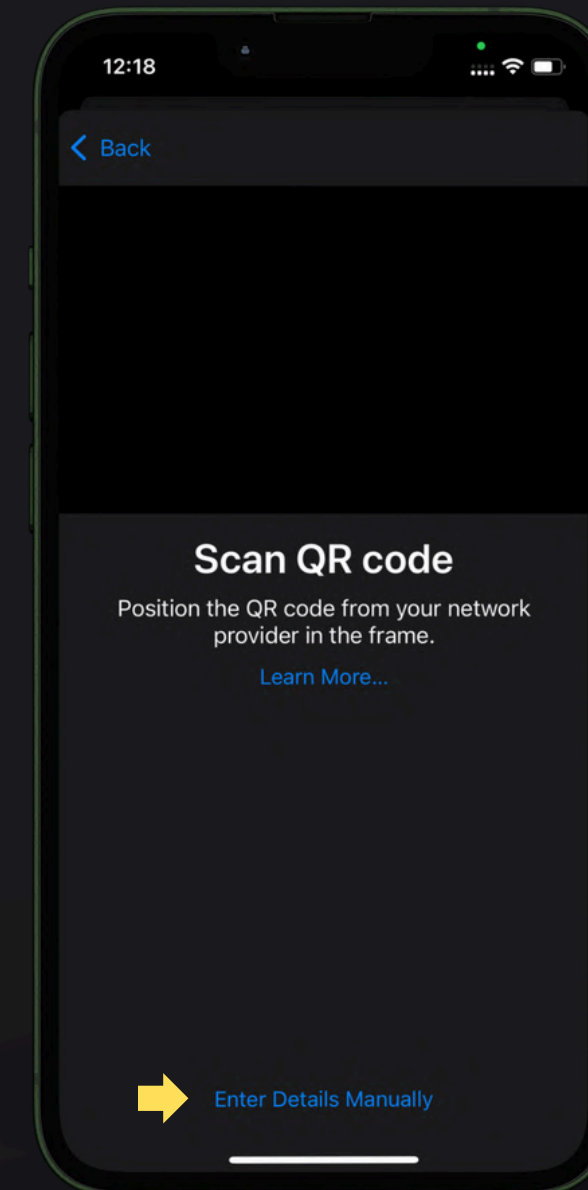
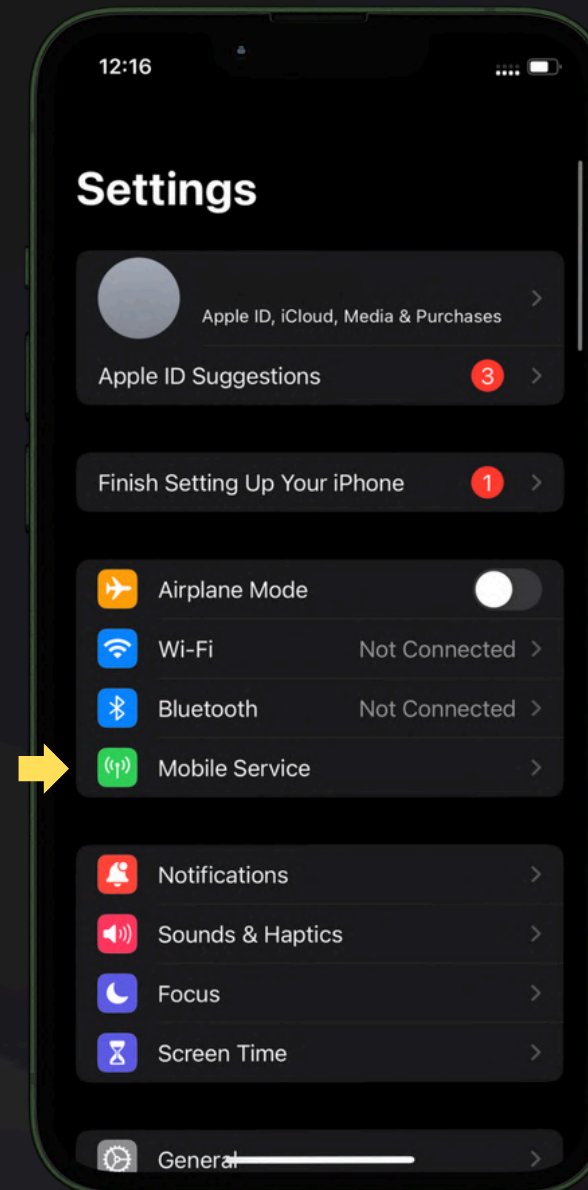


Manual Installation

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.**
- **Click here to deactivate your eSIM before you travel.**

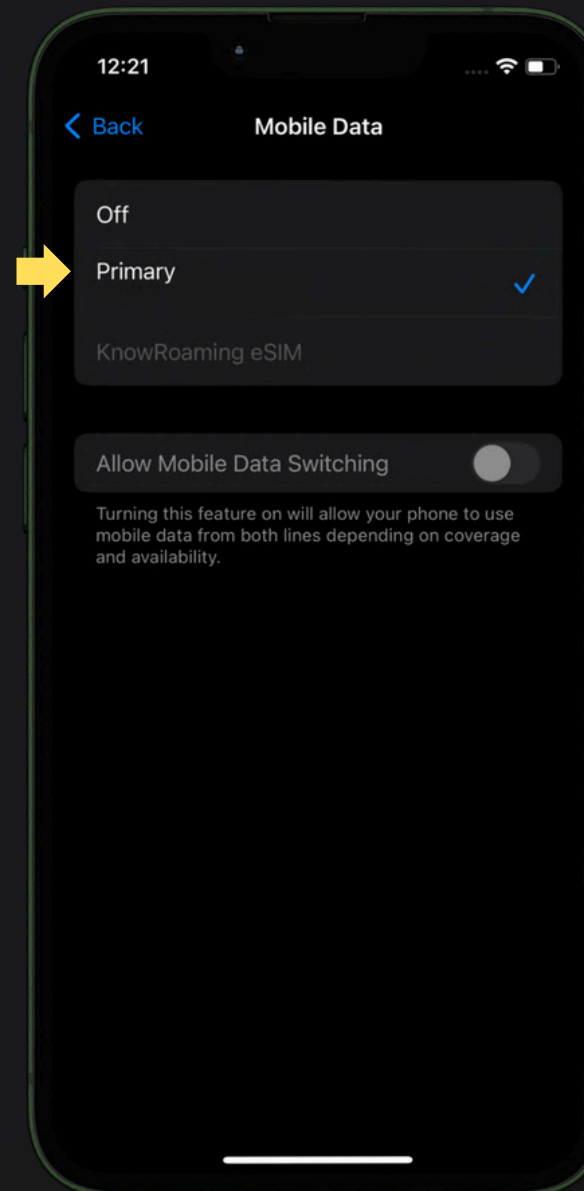
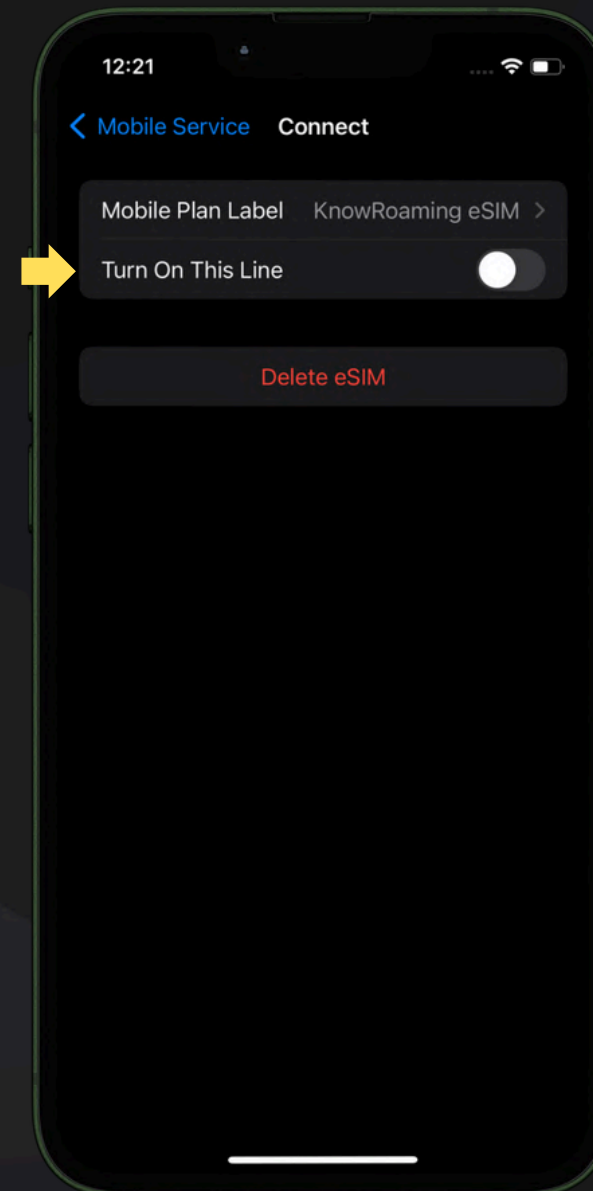


Important!

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**.



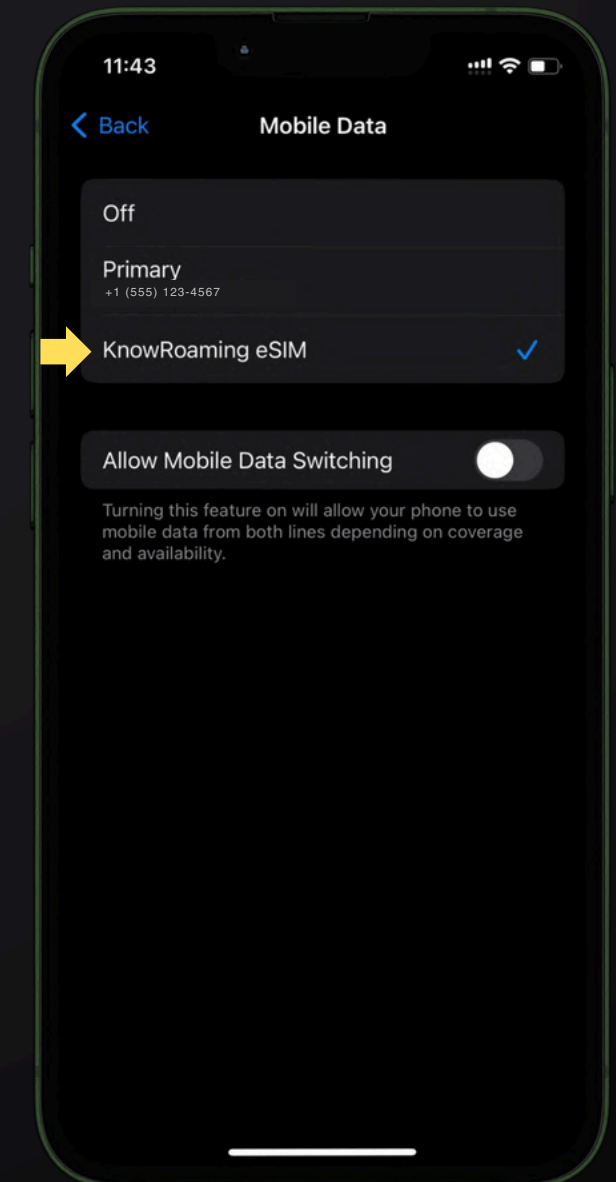
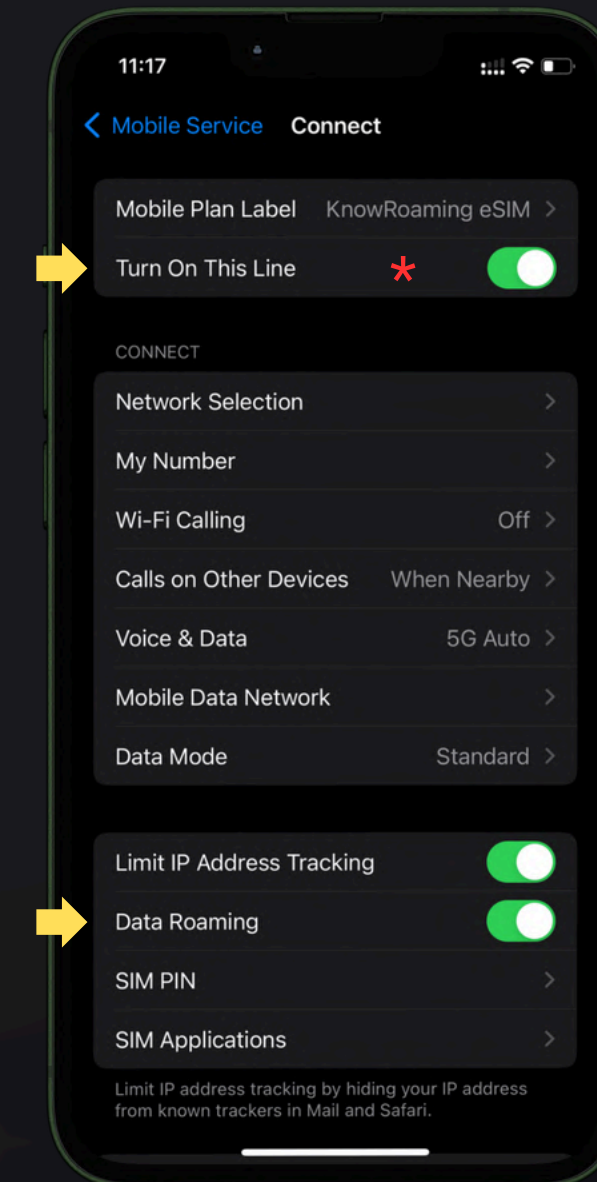
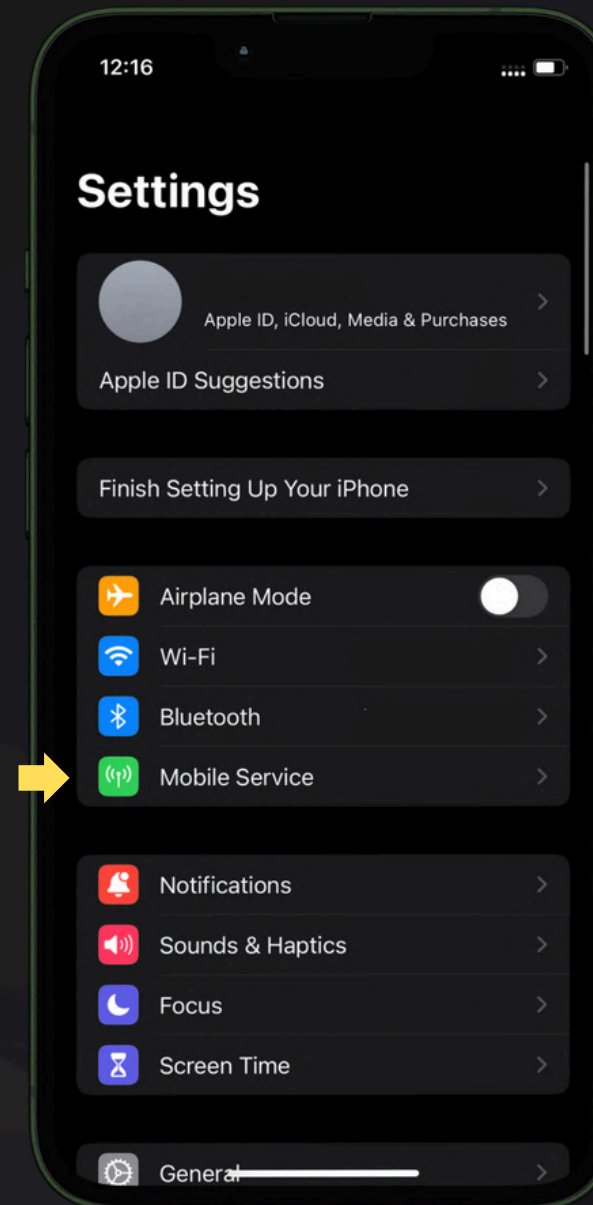
To Rename your eSIM:

- 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.

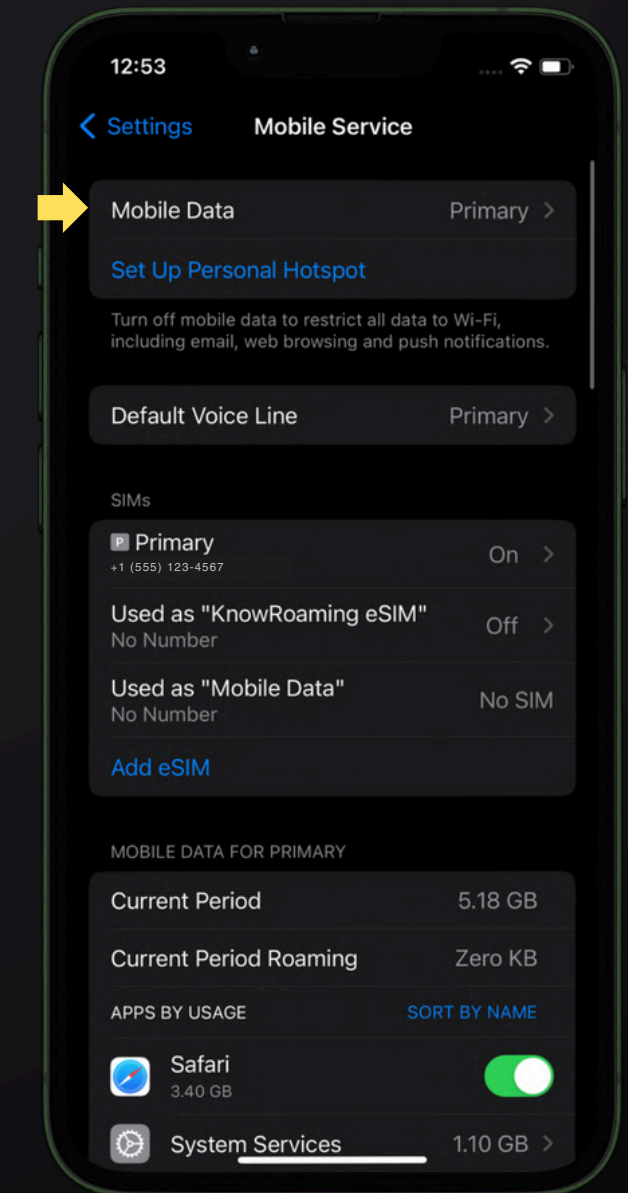
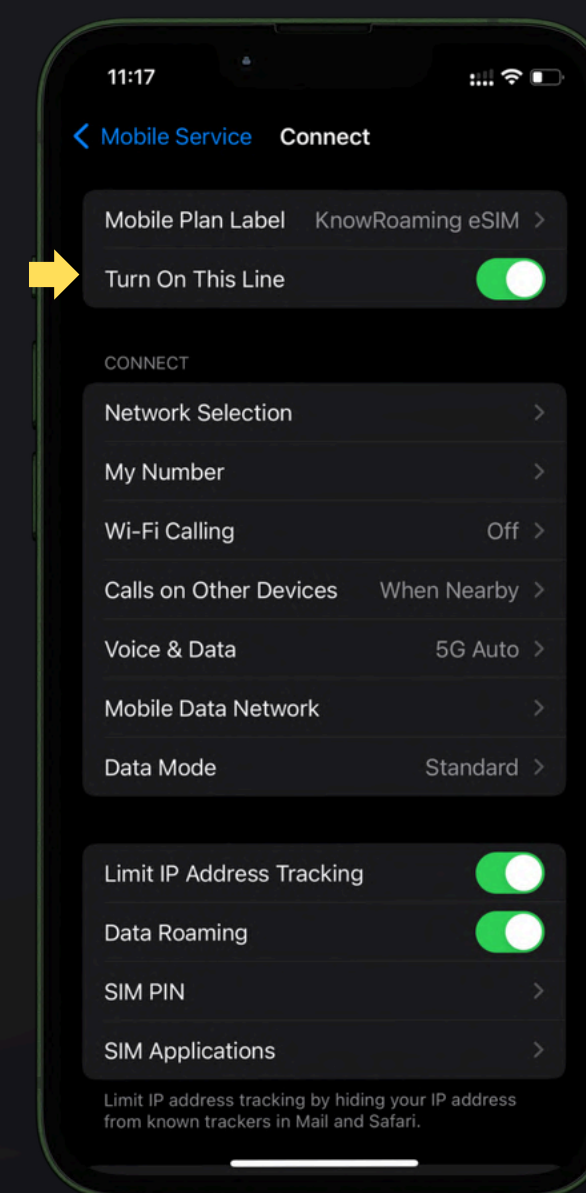
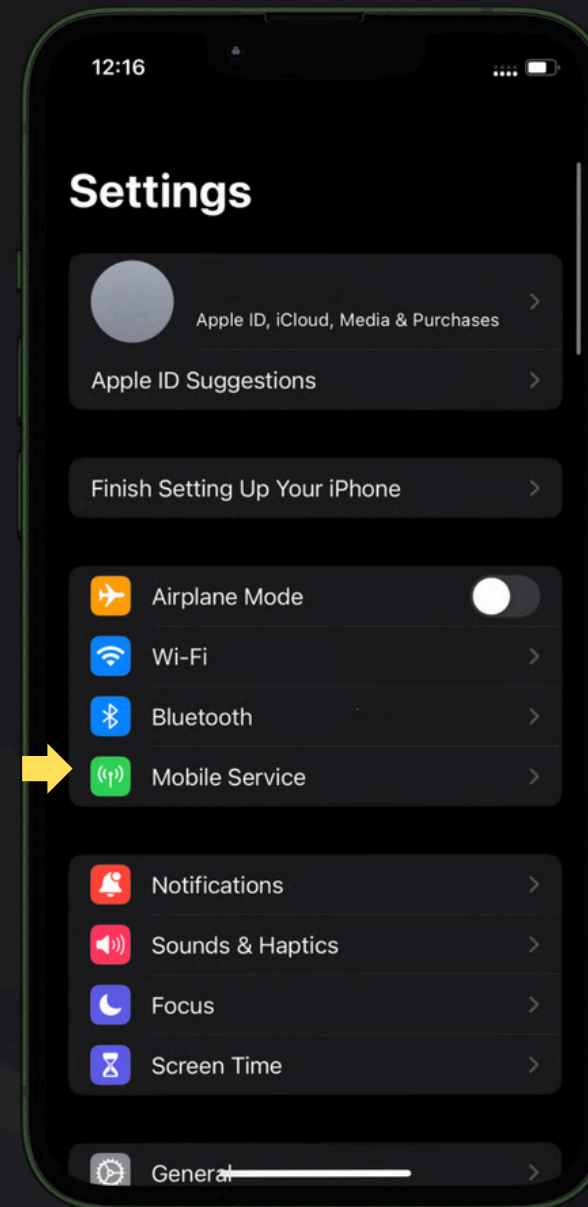
Still no connection? Check the [troubleshooting](#) steps at the end of this guide.

*If it displays eSIM "activating", please wait for it to complete.



Turn off your eSIM when you return

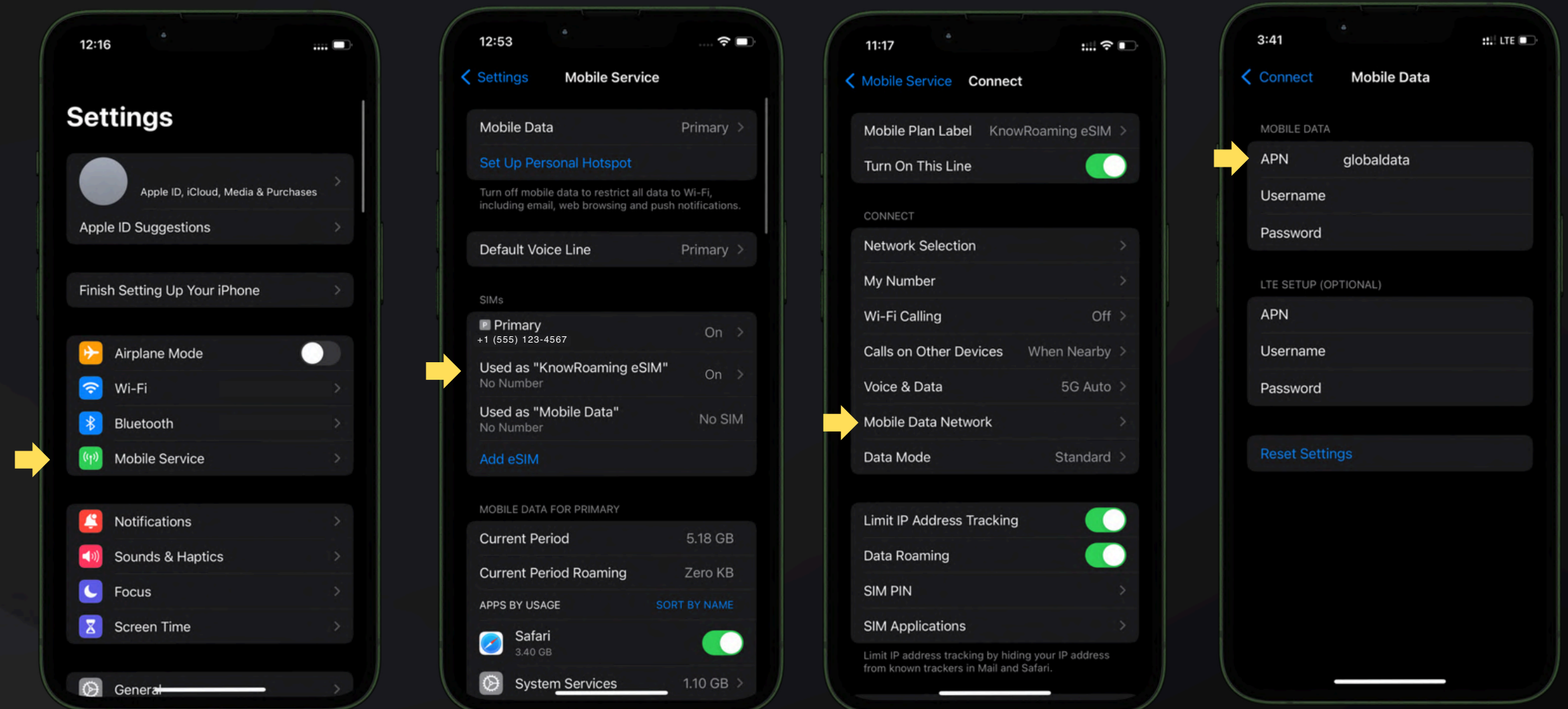
- Go to **Settings > Mobile Service >** Scroll to the **SIMs** section.
- **Select the eSIM** you wish to deactivate and toggle **Turn On This Line** to off.
- Go back to **Settings > Mobile Service >** Scroll to the SIMs section, switch it back to your local SIM.
- Ensure your **mobile data** is correctly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



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 **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**.

