

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

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.

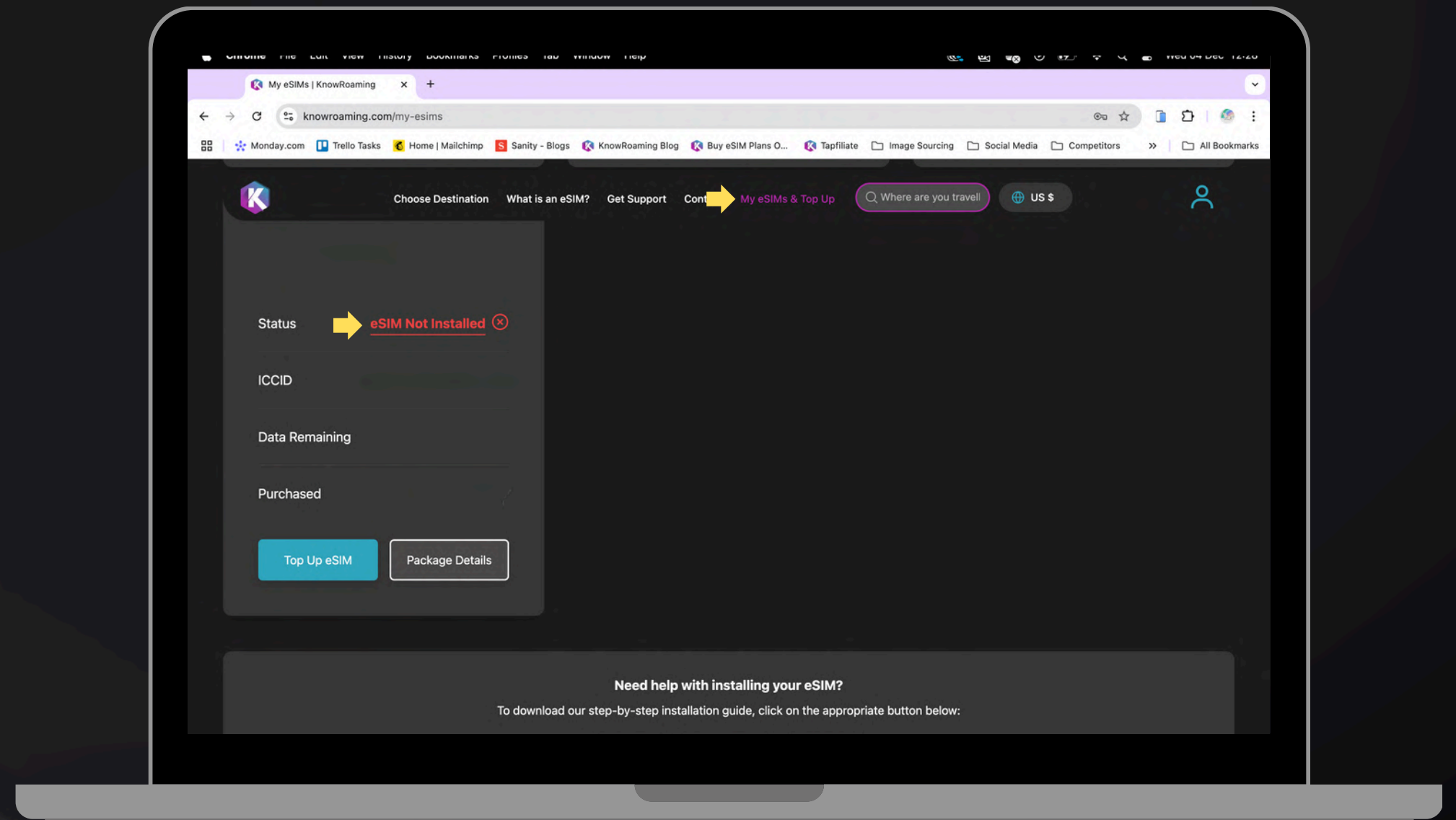
 **Activate on iOS**

 **Activate on Android**

 **Activate on Pixel**

QR Code Installation

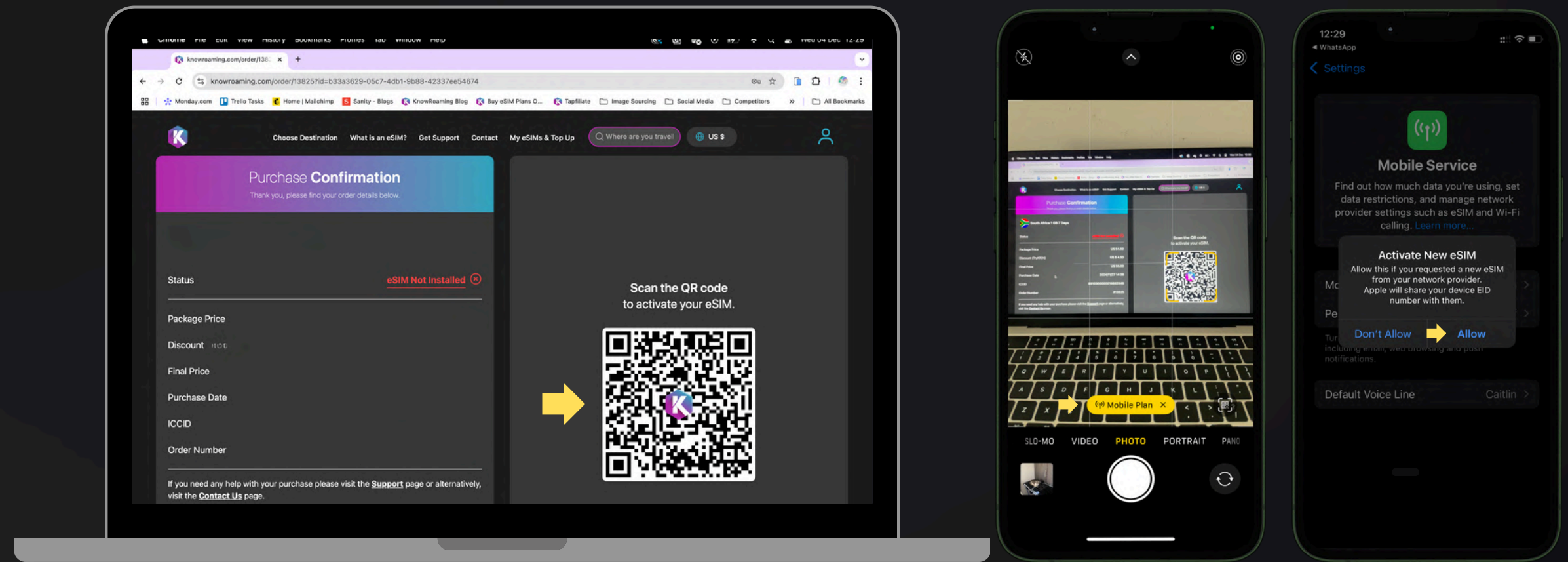
- On KnowRoaming.com, log in and navigate to **My eSIMs & Top Up**.
- You will see a list of your eSIMs available.
- On the eSIM you wish to install, select **eSIM not installed**. Your QR Code will display.



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.



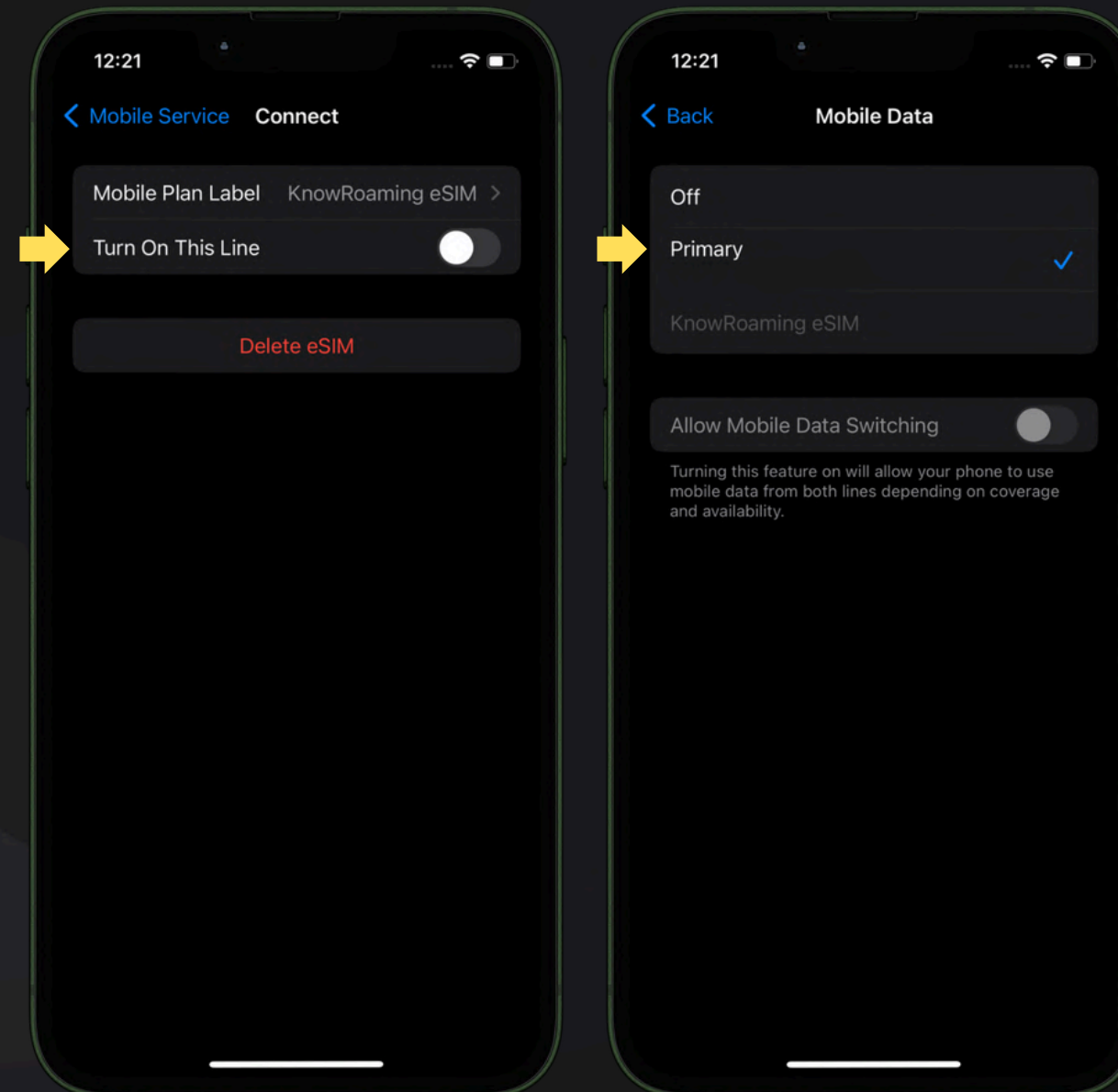
IOS: Important!

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 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.



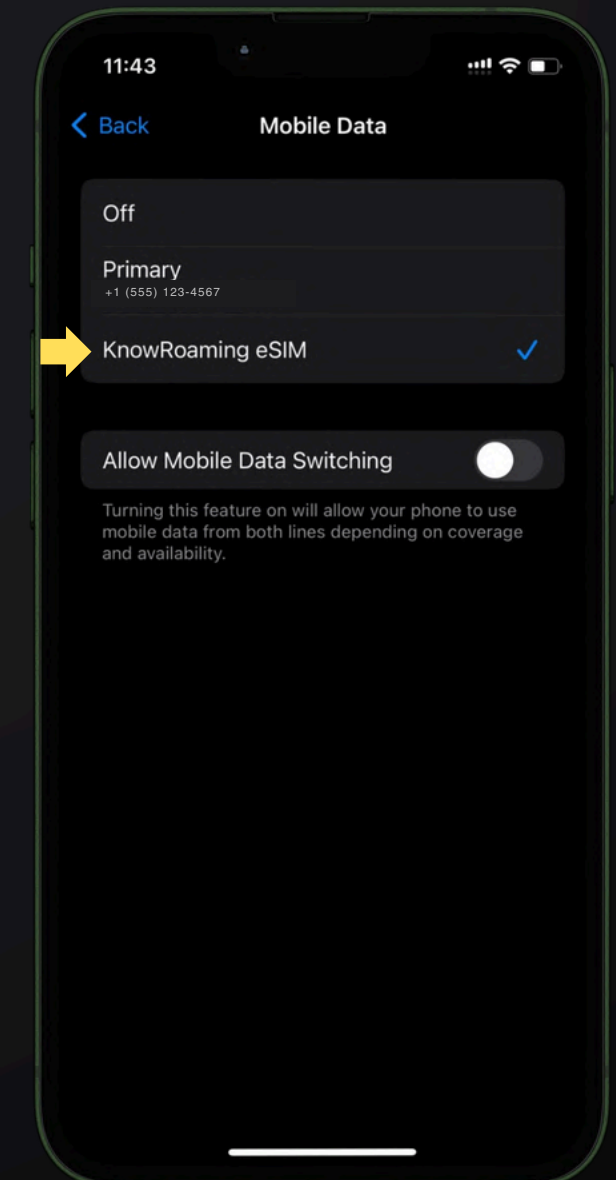
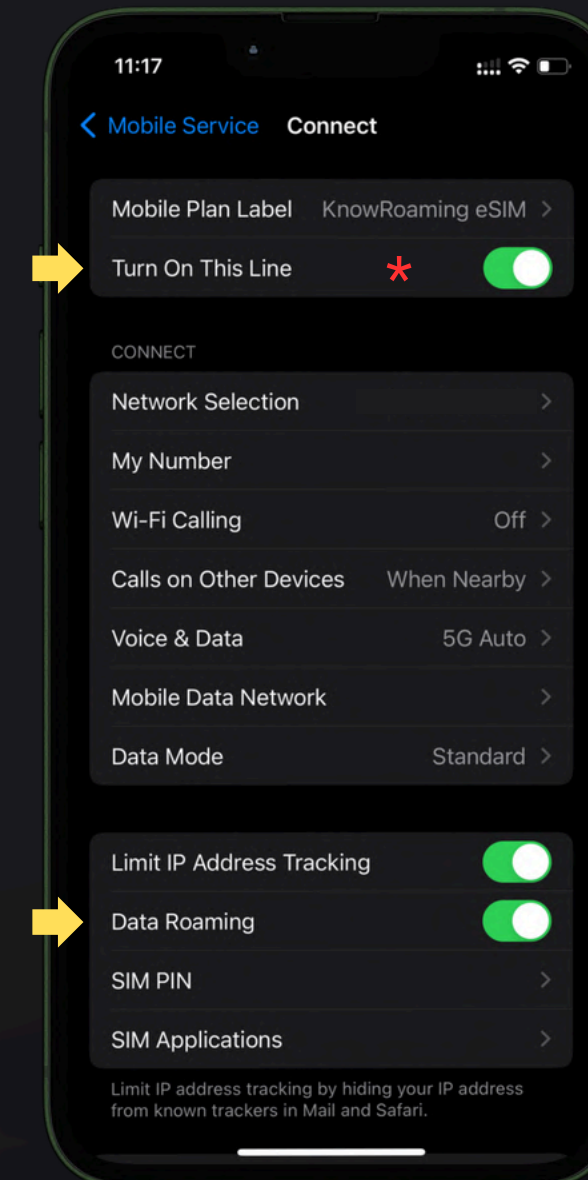
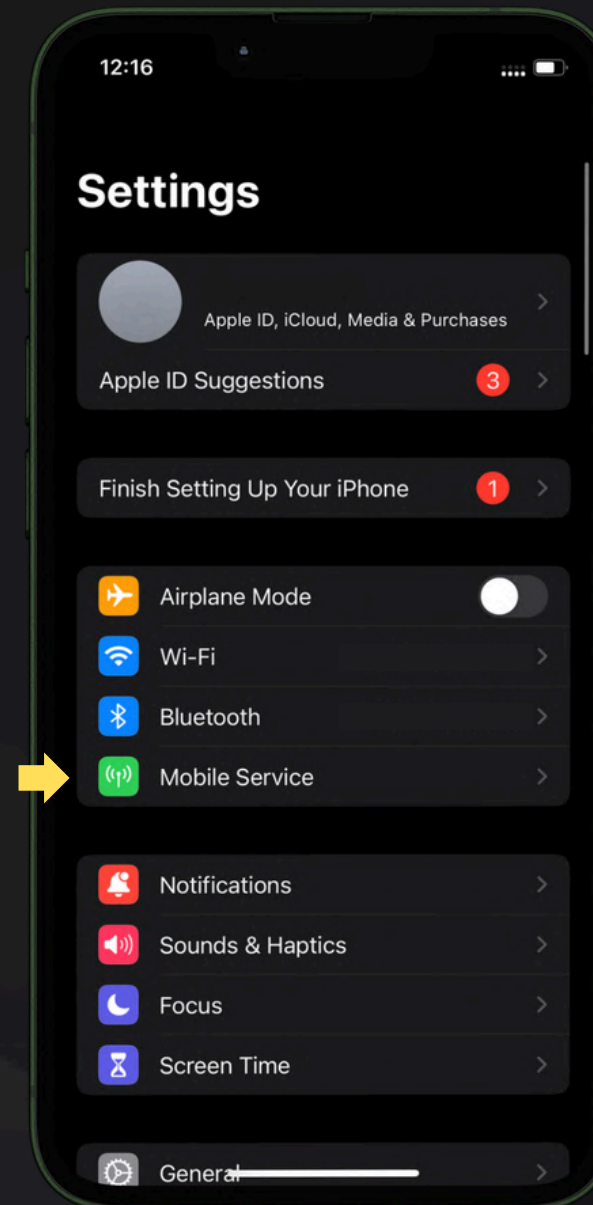
To Rename your eSIM:

- 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**.

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.

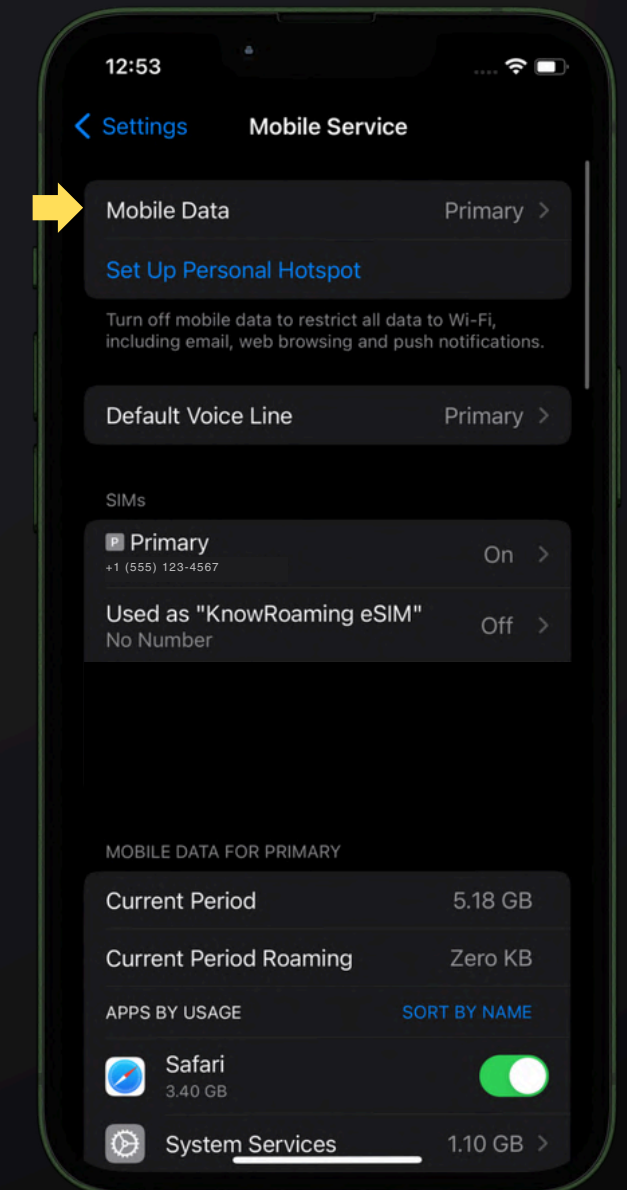
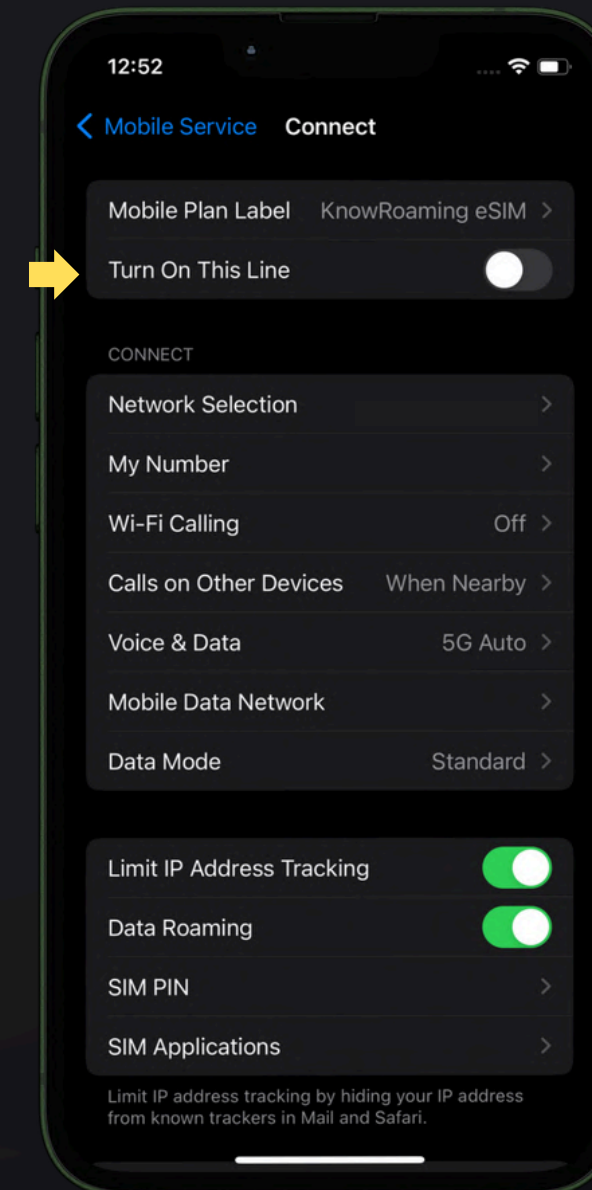
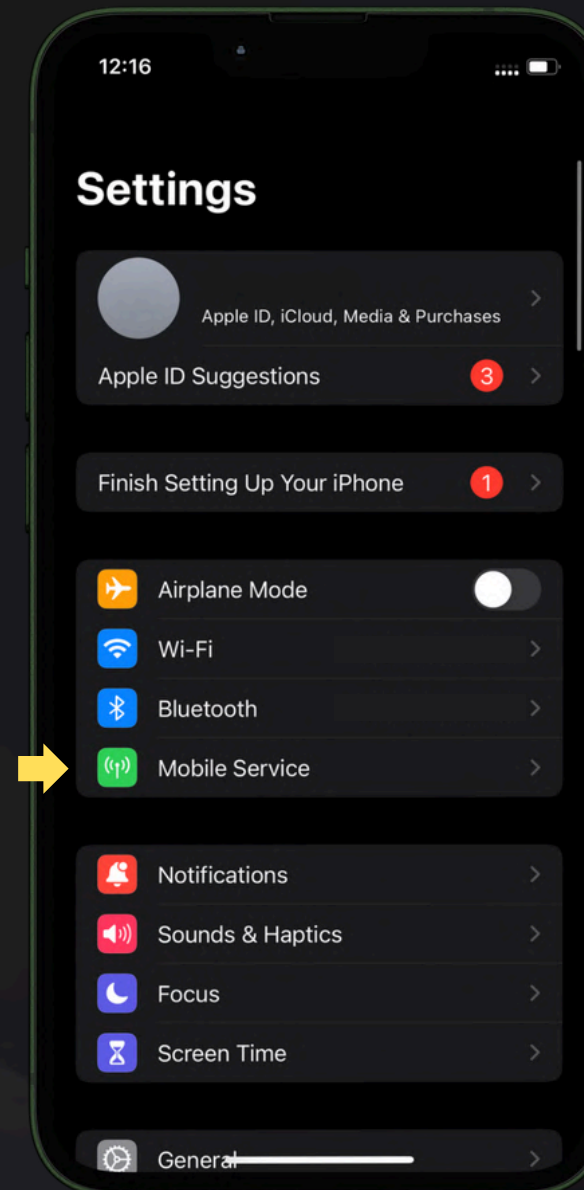
Still no connection? Check the [troubleshooting](#) steps.

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



IOS: Turn off your eSIM when you **return**

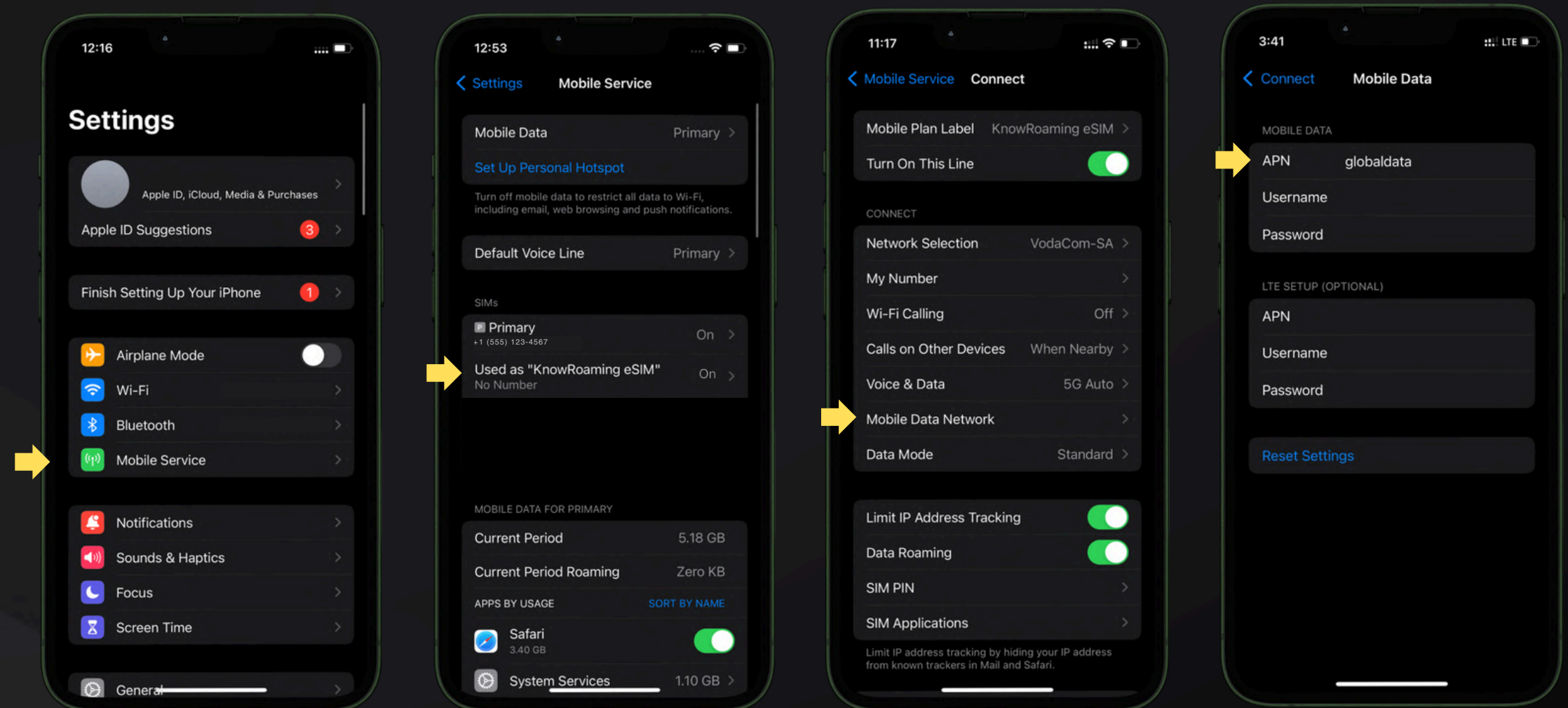
- Go to **Settings** > **Mobile Service** > Scroll to the **SIMs** section.
- **Select the eSIM** you wish to deactivate and toggle **Turn On This Line** to off.
- Go back to **Settings** > **Mobile Service** > Scroll to the **SIMs** section.
- **Switch** it back to your **local SIM**.
- Ensure your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



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.

Android: Important!

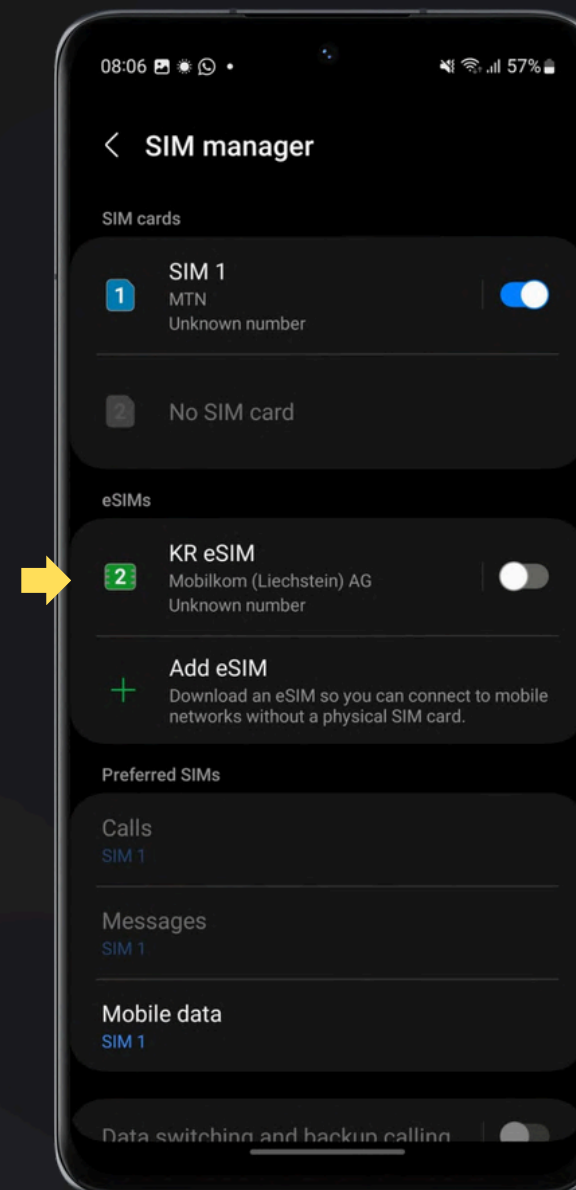
Once your eSIM is installed, it's ready for use. If you haven't reached your destination yet, simply deactivate it until you do. You may get a message that eSIM activation failed if you are not in a destination supported by your eSIM.

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 activate it again.

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



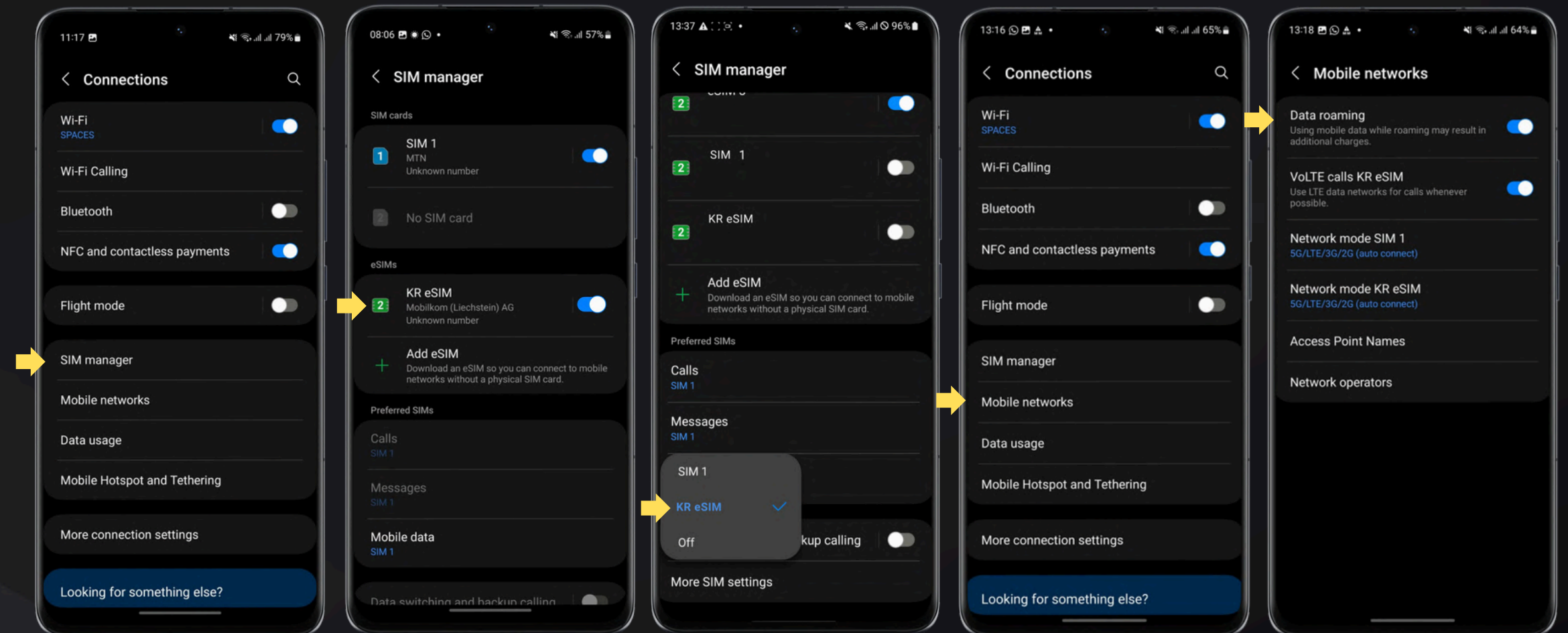
To Rename your eSIM:

- 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**.

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.

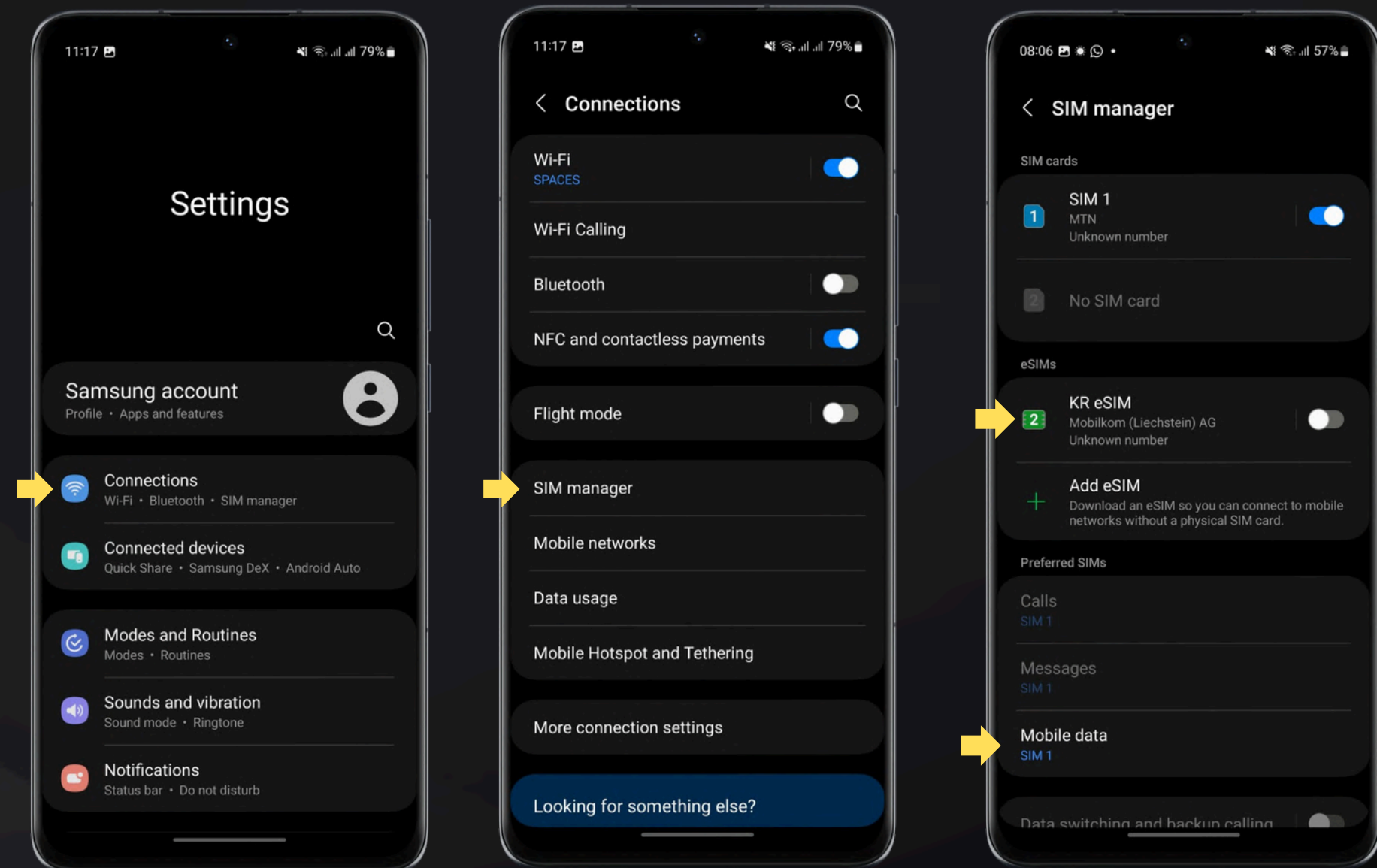


Give your device time to connect. If it doesn't, switch to airplane mode for 30 seconds, then turn it off.
Still no connection? Check the [troubleshooting](#) steps.



Android: Turn off when you **return**

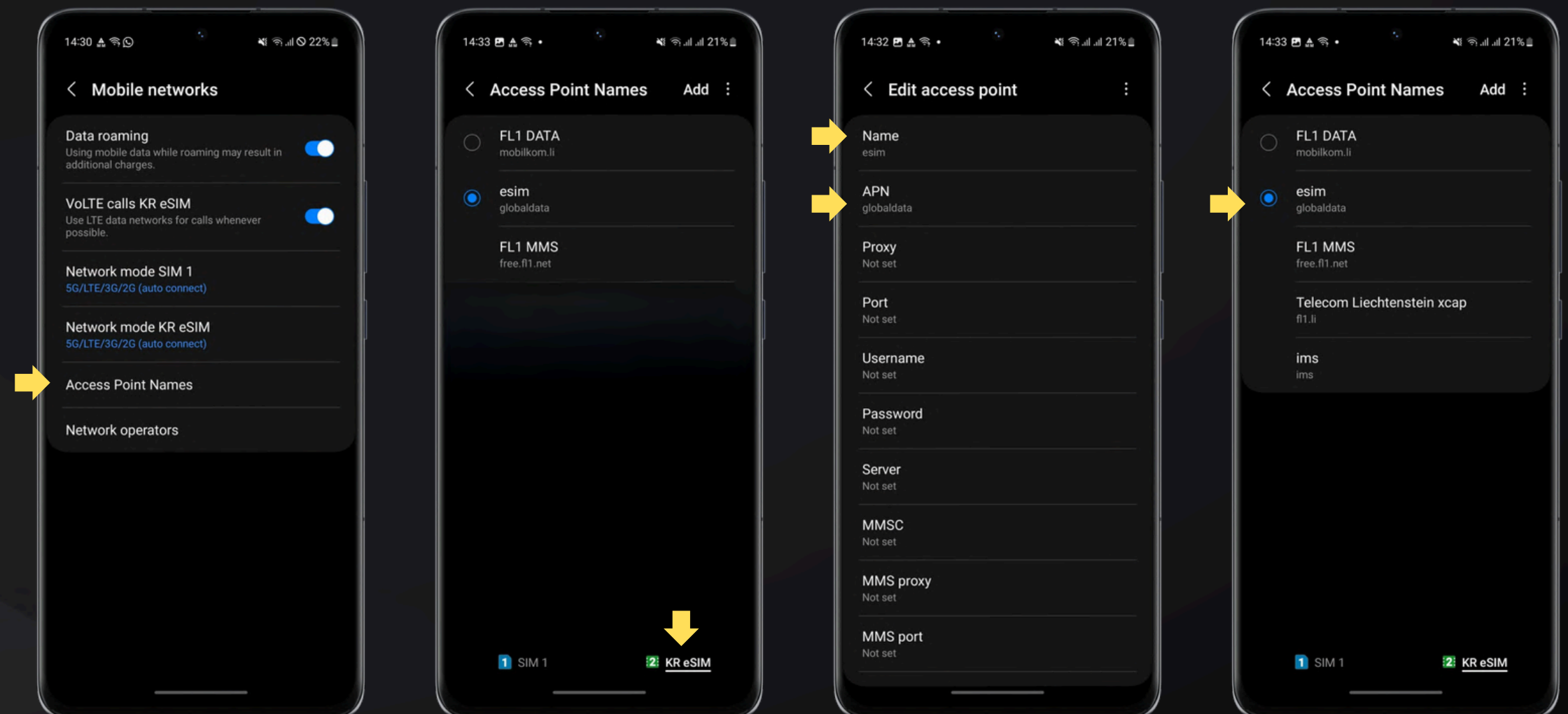
- On your Device: Go to **Settings** and tap on **Connections**.
- Tap on **SIM manager**.
- Under **eSIMs**, toggle your **KnowRoaming eSIM off**.
- Tap on **Mobile Data**, switch it back to your local SIM, and ensure your mobile data is correctly set to your local SIM.



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.



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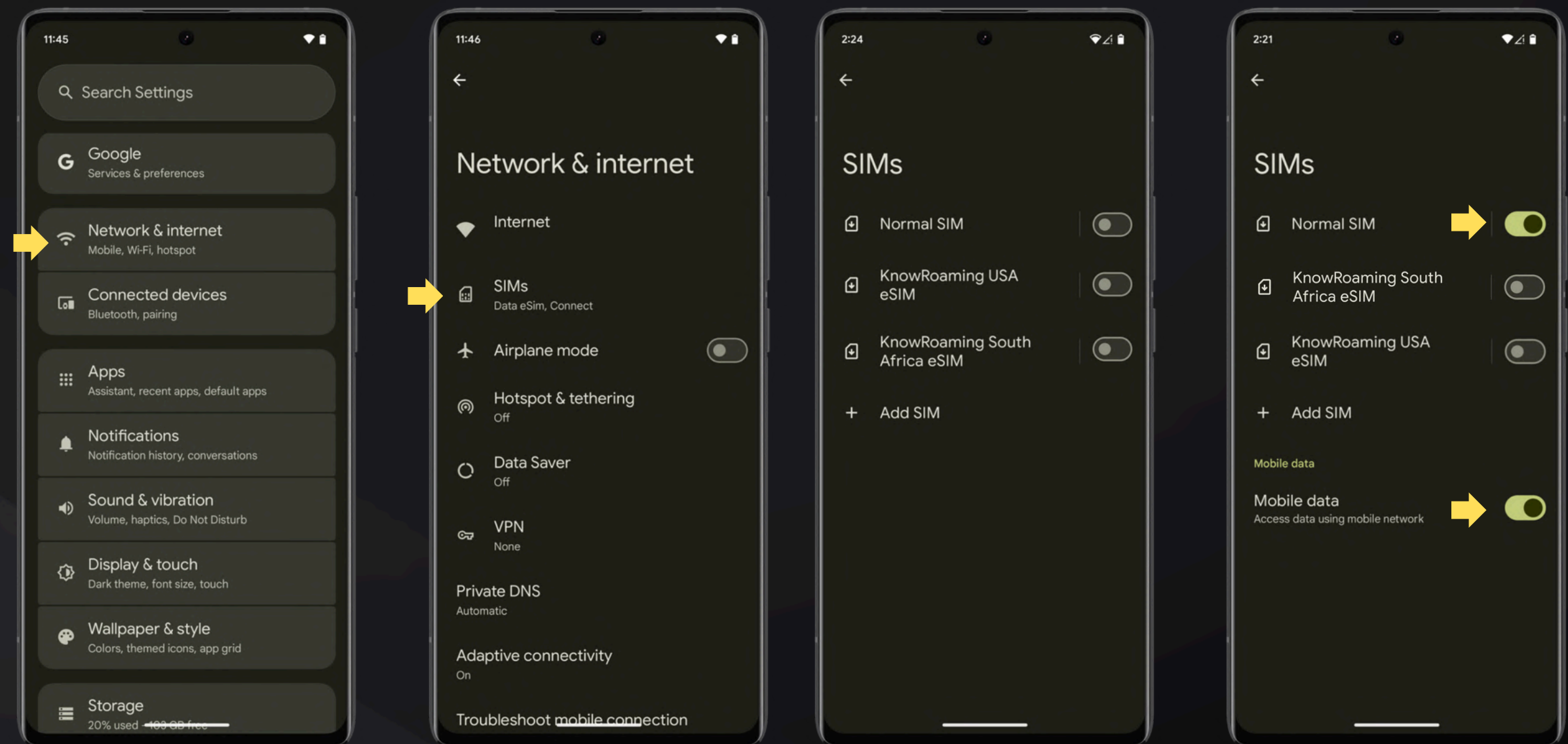
Pixel: Important!

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**.

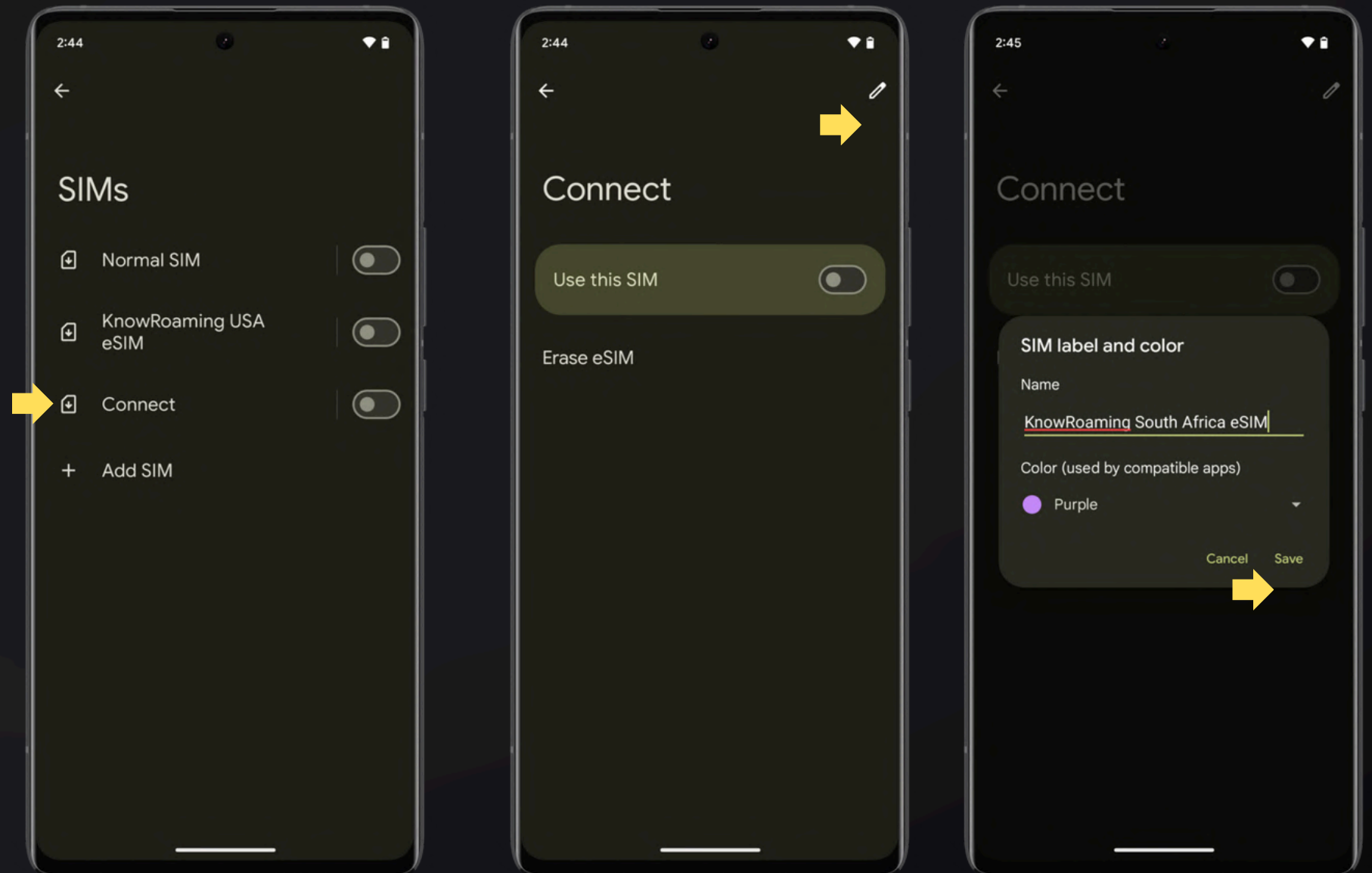
When you arrive at your destination activate it again.



Pixel: Important!

To Rename:

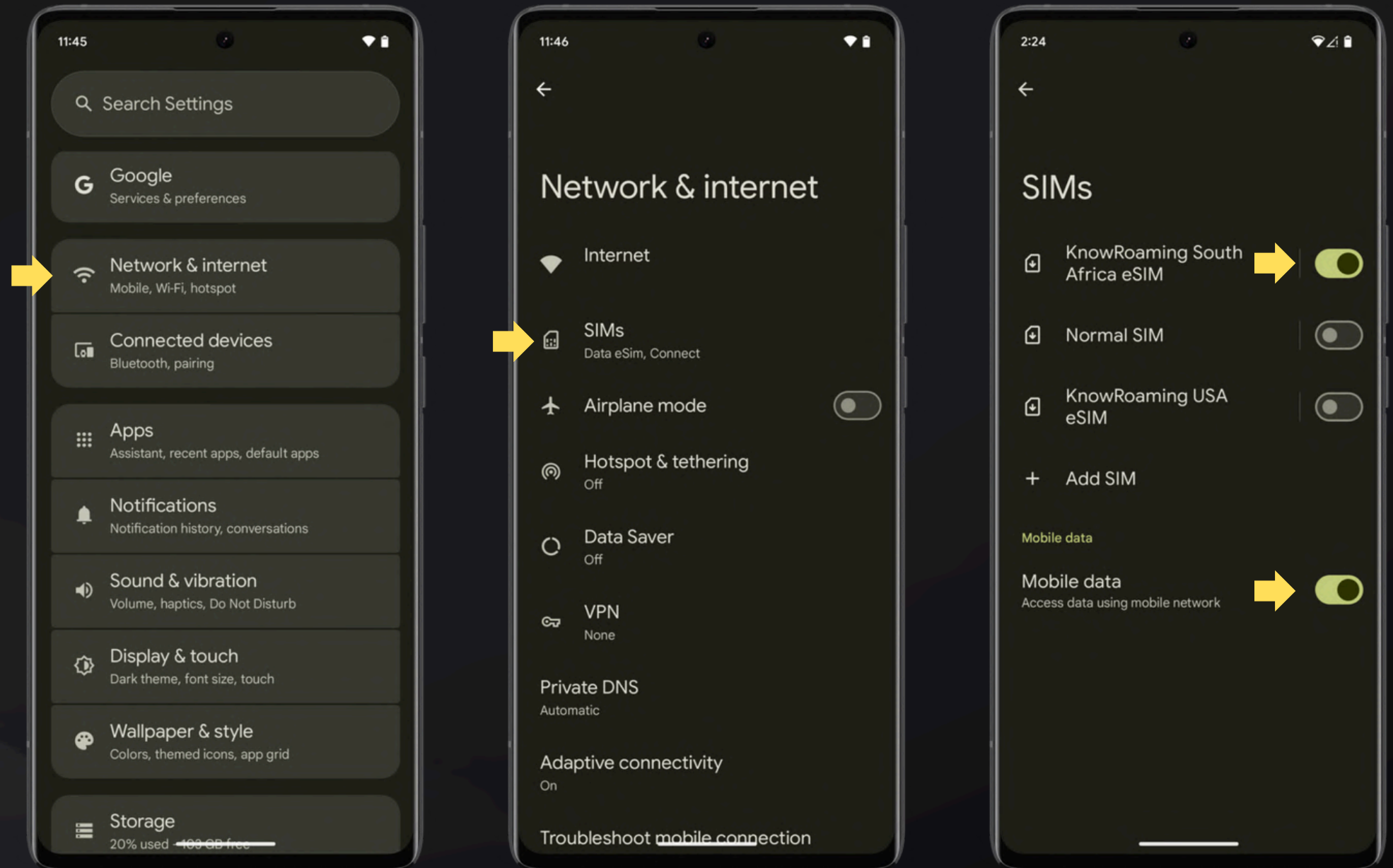
- Go to **Settings > Network & Internet > SIMs**.
- **Select the eSIM** you wish to edit.
- Tap the **pencil icon**
- Rename the eSIM
- Tap **Save**



Pixel: **Activate** your eSIM

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

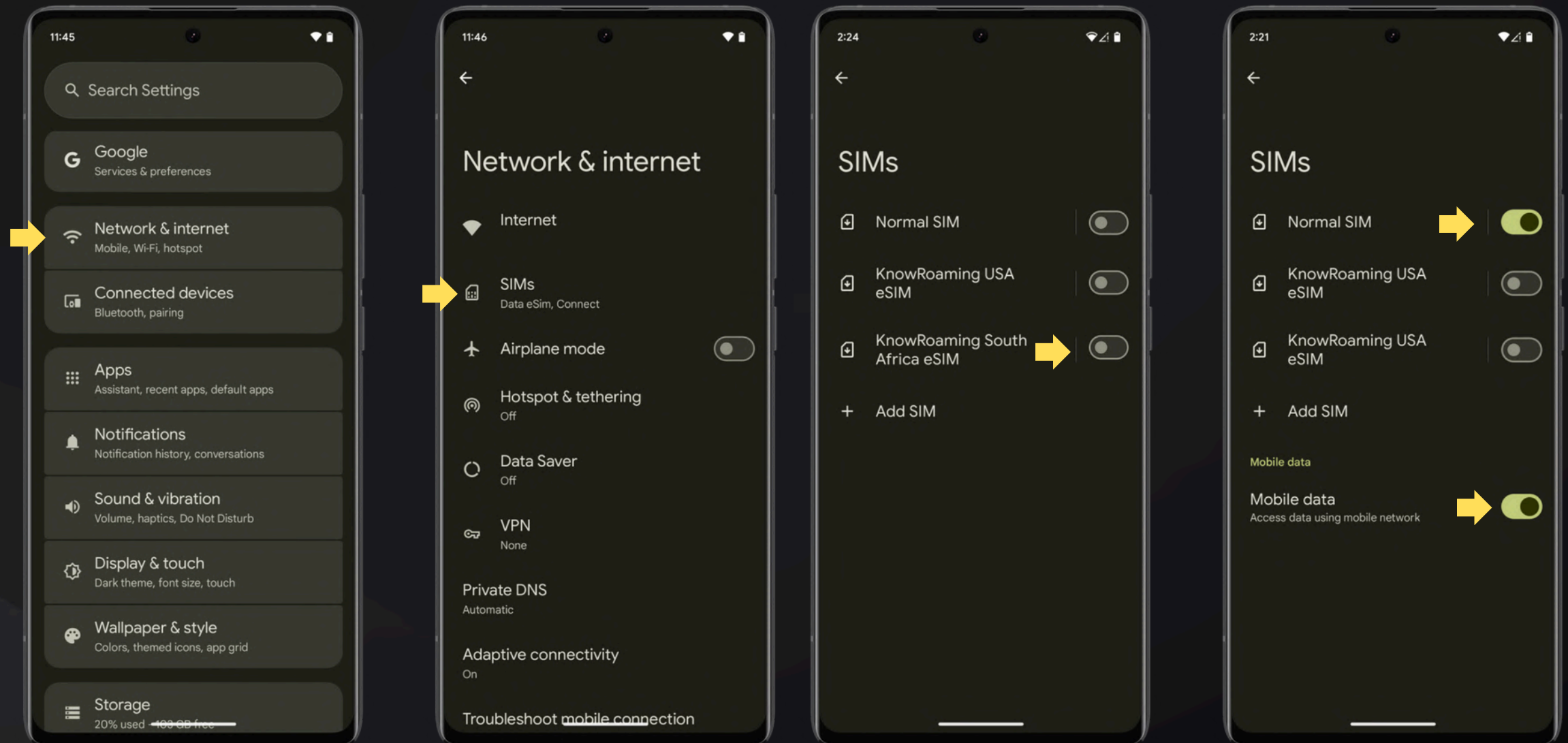
- Go to **Settings > Network & Internet > SIMs**.
- Select the eSIM you wish to activate and toggle the eSIM to **on**.
- Ensure **Data Roaming** is switched **on**.



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 [troubleshooting](#) steps.

Pixel: Turn off when you **return**

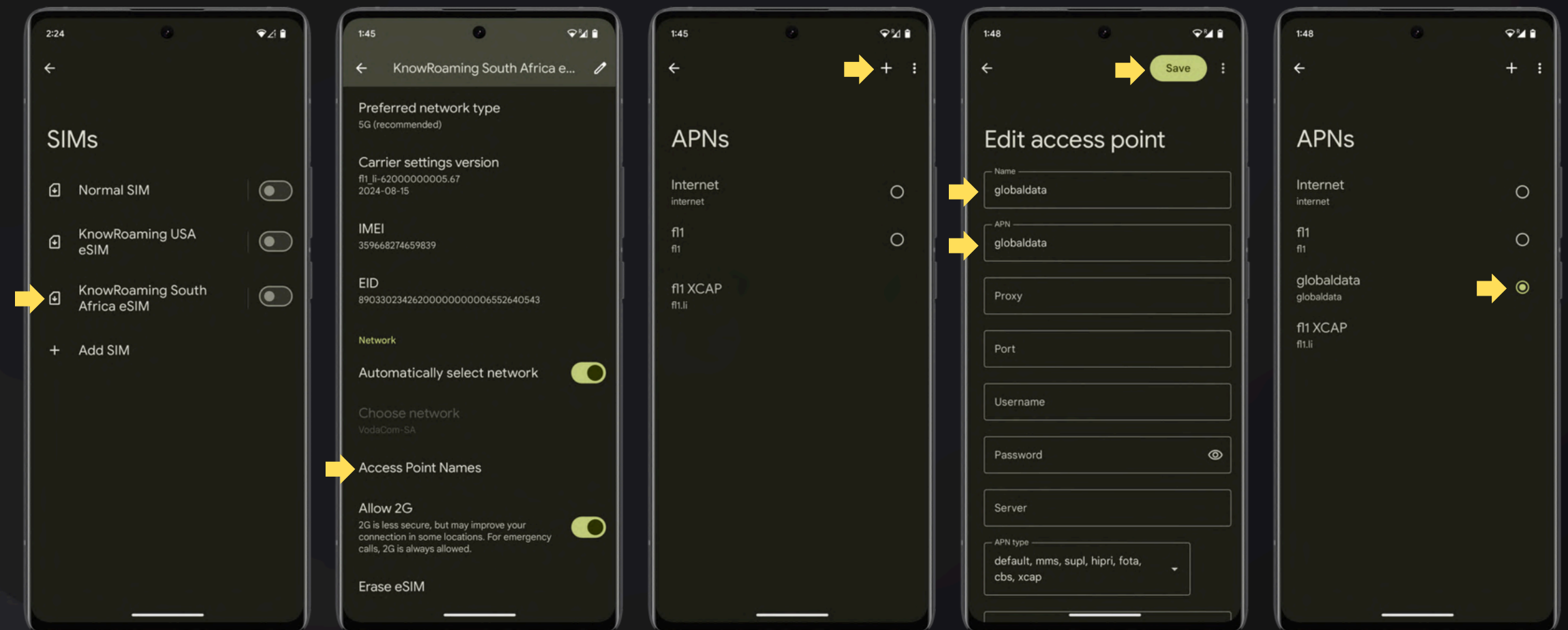
- Go to **Settings > Network & Internet > SIMs**.
- **Turn off** your KnowRoaming eSIM.
- **Toggle on** your Normal SIM.
- Ensure **Mobile Data** is **switched on**.



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 **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**.

