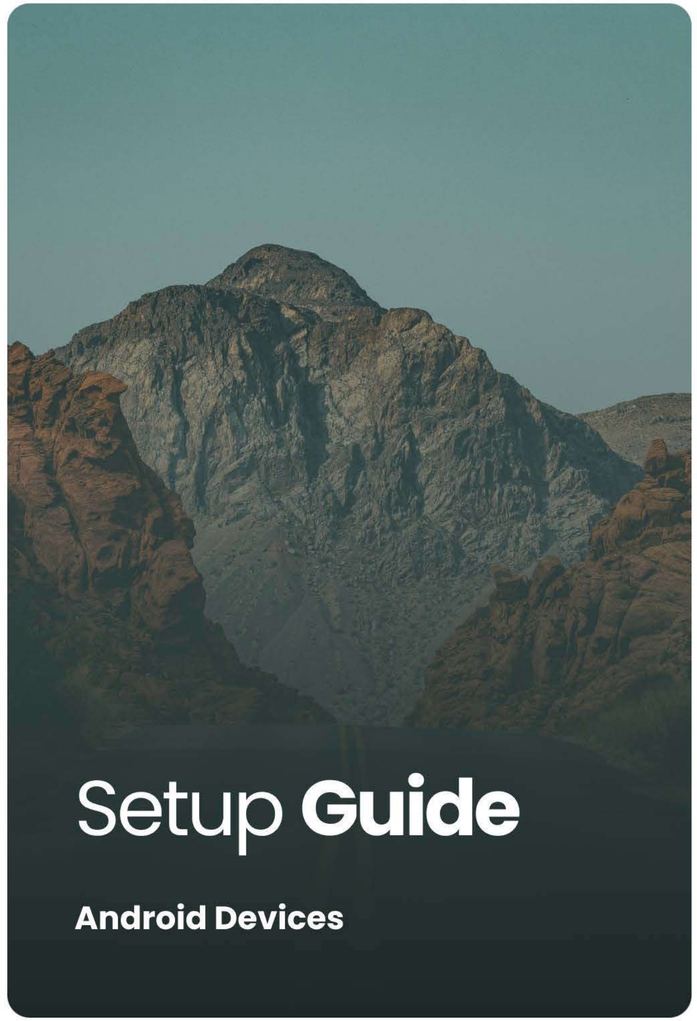
Know Roaming.

Android setup

How to setup **KR.One** on **Android.**



Setup **Guide**

Android Devices

From setup to connected in a few easy steps. Stuck? Help's at the end.

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Introduction

Check **device compatibility**

Scan the QR code with the phone you'll add the eSIM to. It takes a few seconds.

Use your phone camera.

Most Android phones sold since 2019 support eSIM, including Galaxy S20 and later.

Scan to check compatibility

Land **connected.**

Add your eSIM the day before you fly. Turn it on when you land. Nothing on your plan starts until you connect.

Flying soon?

Adding your eSIM needs a stable Wi-Fi or data connection, so do it before you leave.

Add your eSIM

Turn it on when you land.

Two settings on your phone, one minute. Calls and texts keep using your home number.

Activate your eSIM

Setup options

Three ways to add your eSIM

Which one you need depends on the phone your plan is going to.

/ 01

Setup a **new device.**

This phone doesn't have a KnowRoaming eSIM yet.

/ 02

Add to an **existing device.**

This phone already has a KnowRoaming eSIM. Add another plan to it.

/ 03

Add to **another device.**

Buy on this phone, add it to a different one.

Setup option 1

Setup a **new device.**

Setup a **new device.**

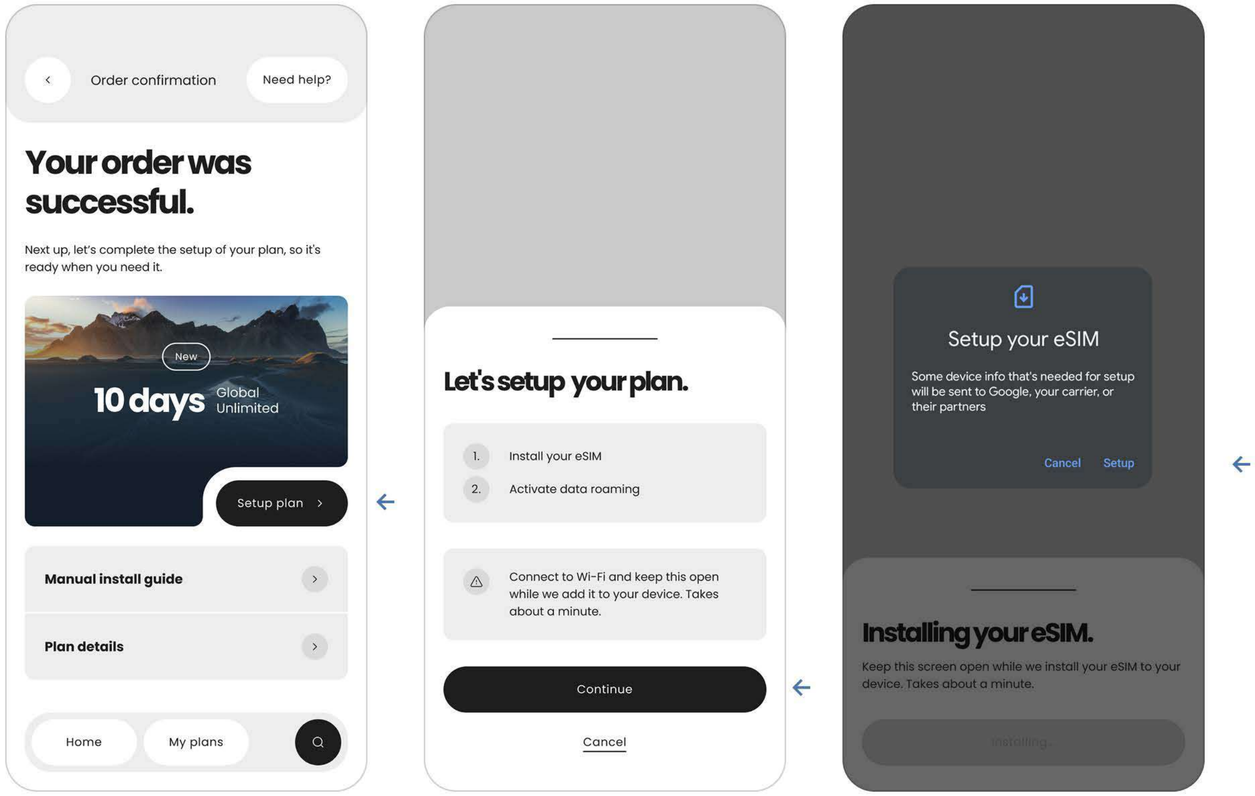
Part 1 | Part 2 | Part 3

/ 01 After you buy a plan, tap **Set up plan** on the order confirmation screen.

/ 02 The popup lists two steps: add your eSIM, then turn on data roaming. Stay on Wi-Fi and keep the app open. **Tap Continue.**

/ 03 Android asks to set up your eSIM. **Tap Setup.**

/ 04 The app adds the eSIM to your phone. **It takes about a minute.**



Setup a **new device.**

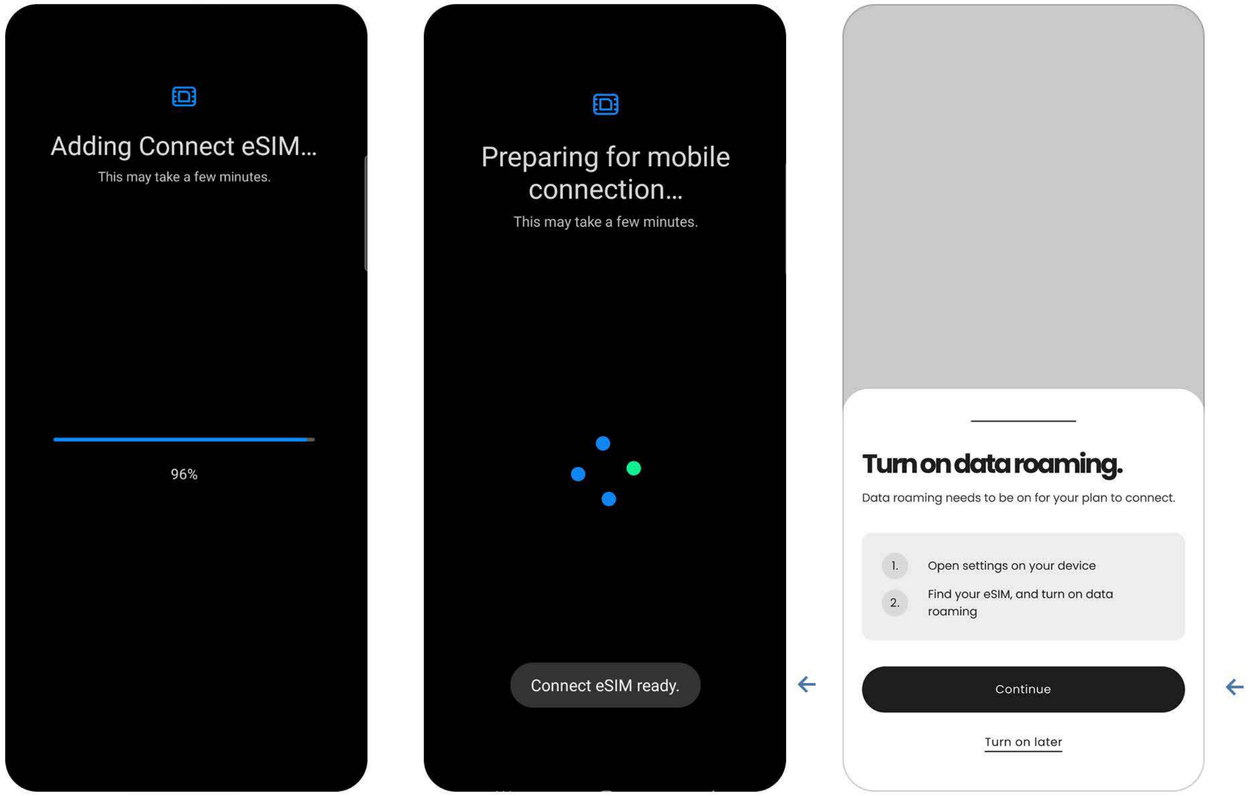
Part 1 Part 2 Part 3

/ 05 Your phone connects to the network. This can take a few minutes. When it says your eSIM is ready, **tap Continue.**

/ 06 Back in the app, the **Turn on data roaming** popup appears.

/ 07 Open Settings > Connections > SIM manager and **turn on your KnowRoaming eSIM**, then Connections > Mobile networks and turn on Data roaming. Full steps on page 17. Come back to the app and **tap Continue**.

/ 08 Not flying yet? **Tap Turn on later** instead and see Before you travel, **page 15**.



Setup a **new device.**

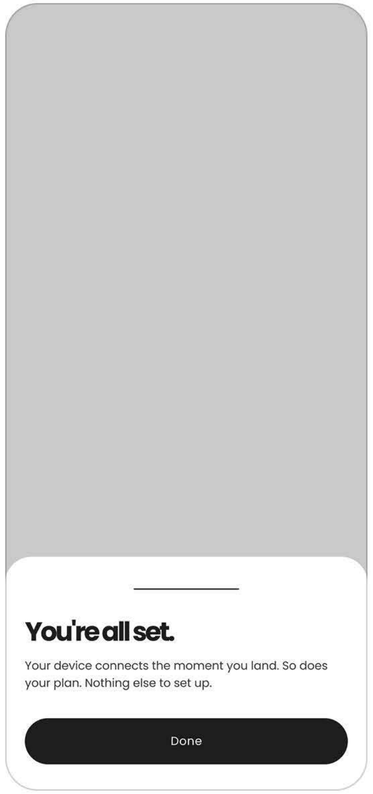
Part 1 Part 2 Part 3

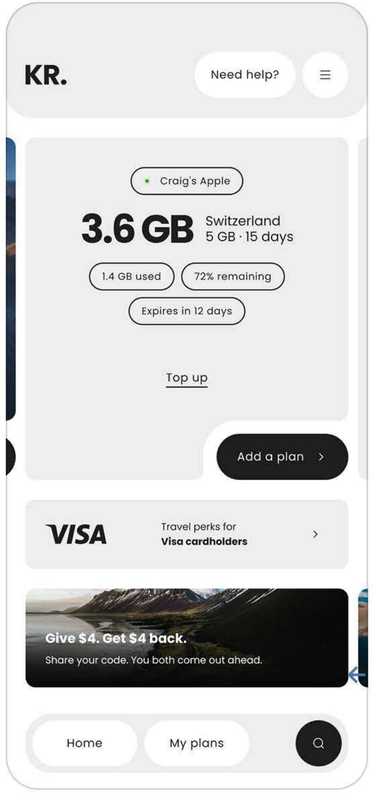
/ 09 **Tap Done.** You're all set.

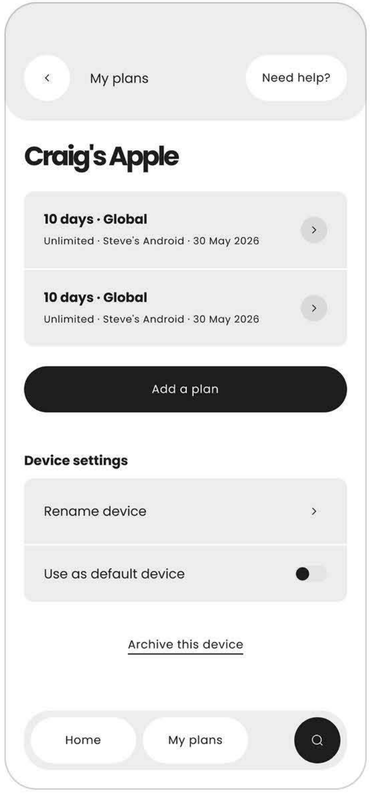
/ 10 Your plan shows on the **home screen**, where you can top up.

/ 11 It's also under **My plans**, with every device on your account.

/ 12 Your plan starts when you **connect at your destination**, not now. Landed? Go to Activate your eSIM, page 16.







Setup option 2

Add to an **existing device.**

Add to an **existing device.**

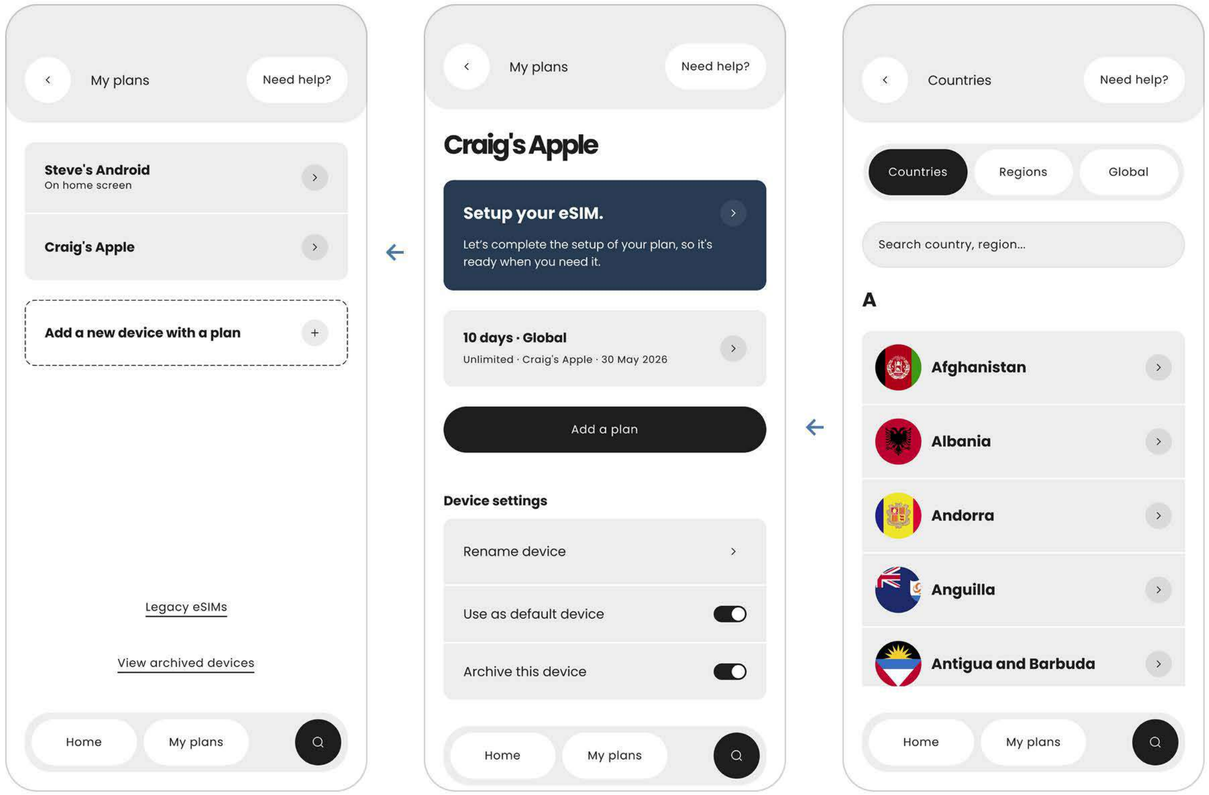
Part 1 Part 2

/ 01 In the KnowRoaming app, **tap My plans**, then tap your device.

/ 02 **Tap Add a plan.**

/ 03 **Choose your destination.** Search, or browse by country, region, or global.

/ 04 **Tap the plan** you want.



Add to an **existing device.**

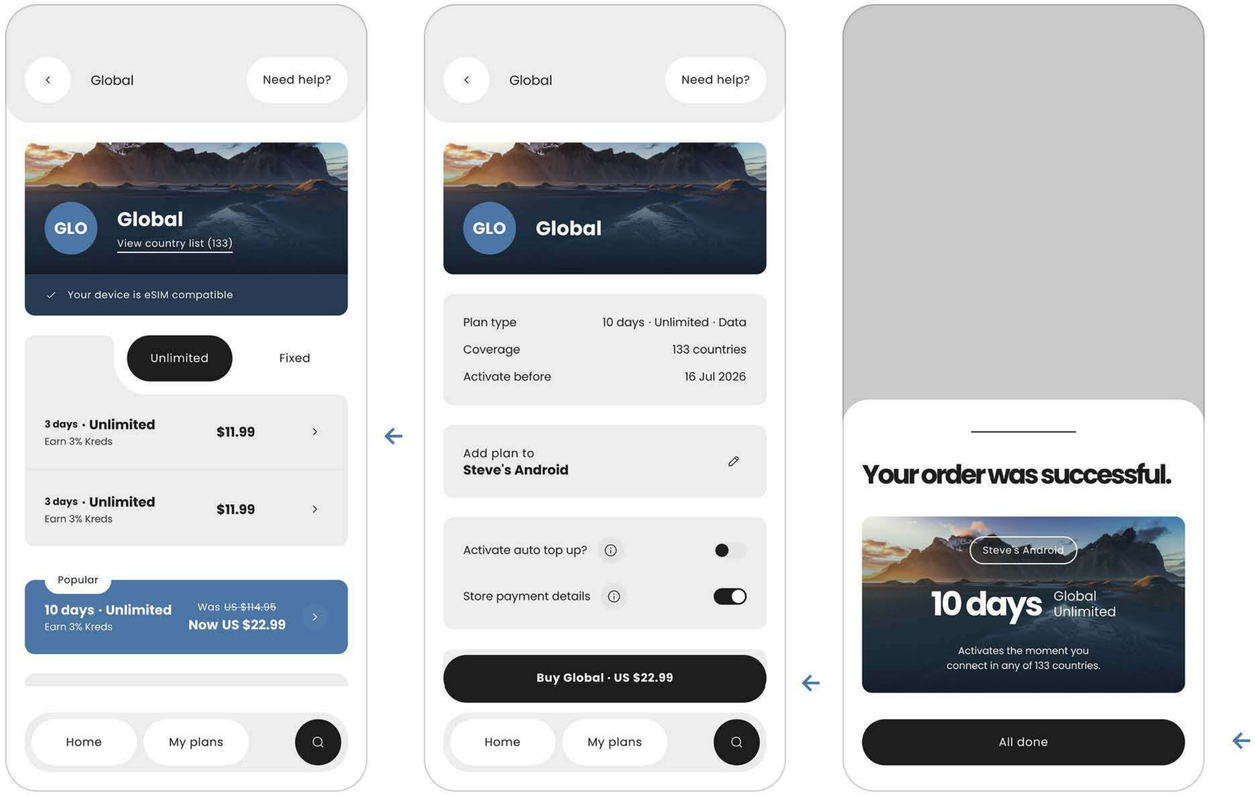
Part 1 Part 2

/ 05 Check the details. Under Add plan to, make sure it shows this device.

/ 06 **Tap Buy [destination]** and choose a payment method.

/ 07 Your order was successful. **Tap All done.**

/ 08 **That's it.** The plan is on your phone and starts when you connect at your destination. Landed? Go to Activate your eSIM, page 16.



Setup option 3

Add to **another device.**

Add to **another device.**

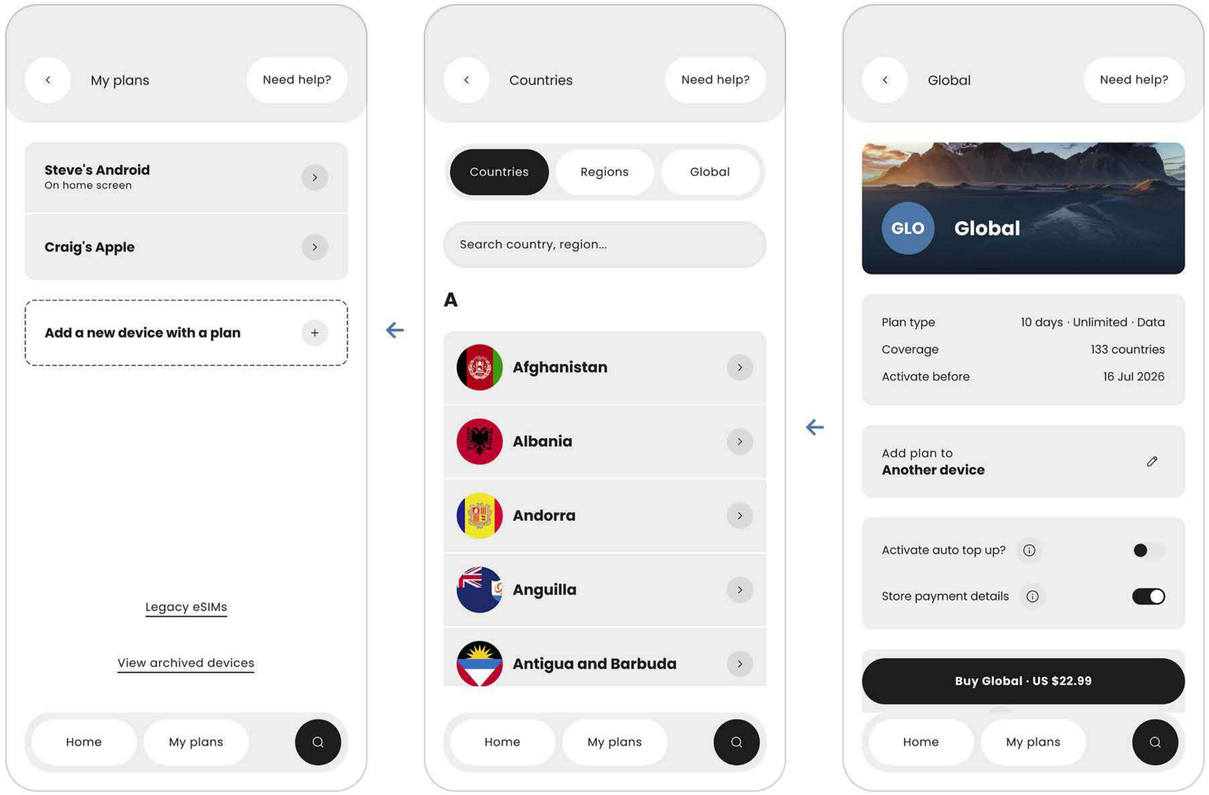
Part 1 Part 2

/ 01 In the KnowRoaming app, **tap My plans**, then Add another device and plan.

/ 02 **Choose** your destination.

/ 03 **Tap** the plan you want.

/ 04 At checkout, **Add plan to** shows Another device. Tap it if you want to change the device.



Share to **another device.**

Part 1 Part 2

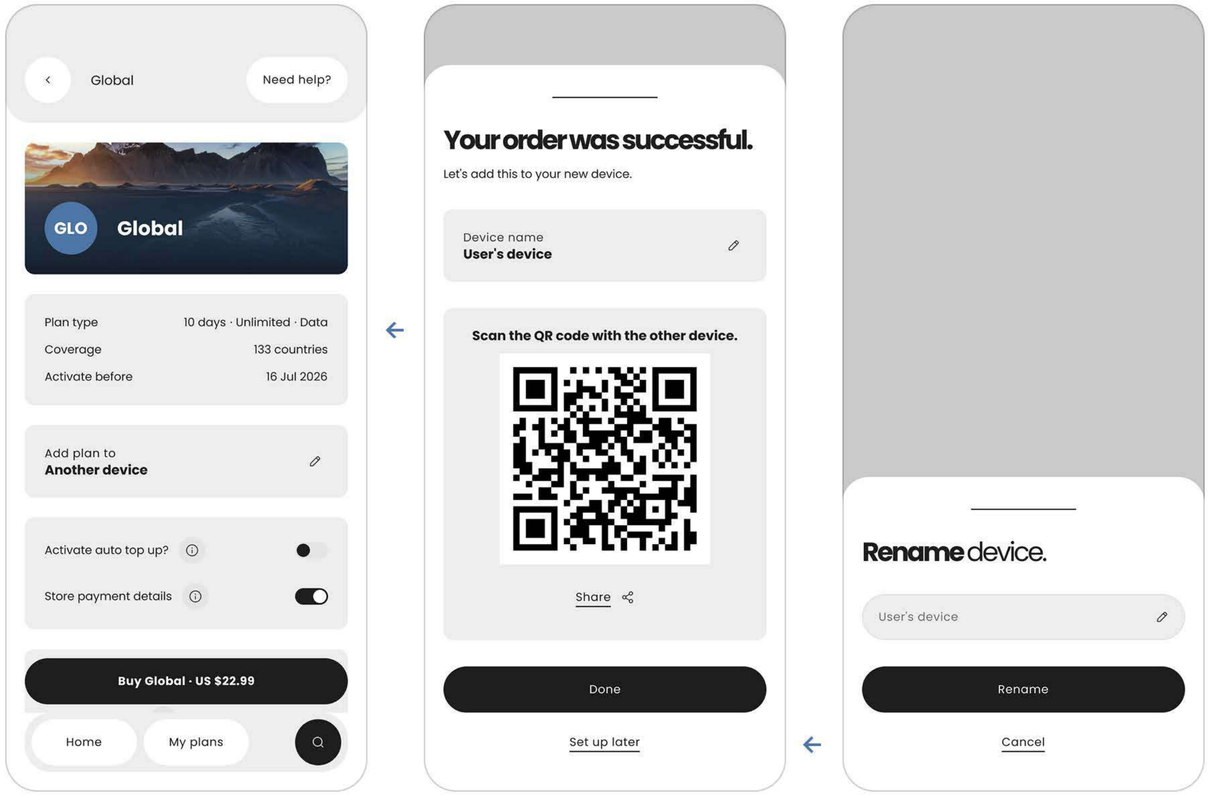
/ 05 **Tap Buy [destination]** and choose a payment method.

/ 06 **Your order was successful** and a QR code appears. Give the device a name so you can tell its plans apart, or do it later from My plans.

/ 07 On a Android, open Settings > Connections > SIM manager > Add eSIM > **Scan QR code.**

/ 08 **Tap Done.** The plan starts when that phone connects at the destination; follow Activate your eSIM, page 16, on it.

/ 09 **Tapped Set up later?** The code is in My plans under that device.



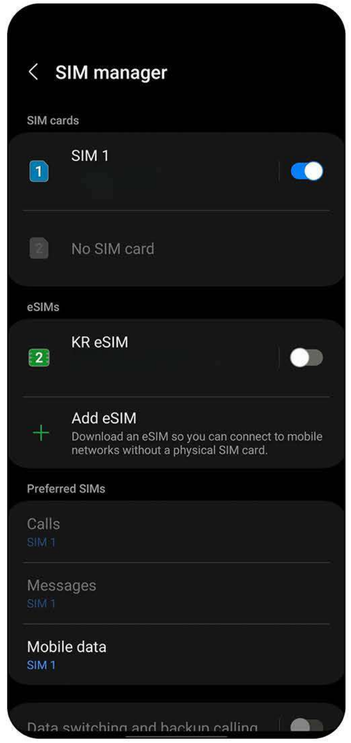
Keep it off until you land.

Once your eSIM is added, it's ready. If you're not at your destination yet, leave the line off until you land. Turn it on outside your plan's coverage and your phone may say activation failed. That's expected; it clears when you land.

To keep it off

1. Open **Settings** > Connections > SIM Manager.
2. Ensure your **eSIM is turned off.**
3. Ensure **Mobile data** is set to your **local SIM.**

When you arrive at your destination activate it again.



To rename your eSIM

Carrying more than one eSIM? A label makes yours easy to spot.

1. Open **Settings** > Connections > SIM Manager.
2. Tap your **KnowRoaming eSIM.**
3. Tap Name and enter something like “KReSIM” or similar.
4. In order to easily identify your eSIM, you may want to **rename it.**

When you land

Activate your eSIM.

Activate your eSIM.

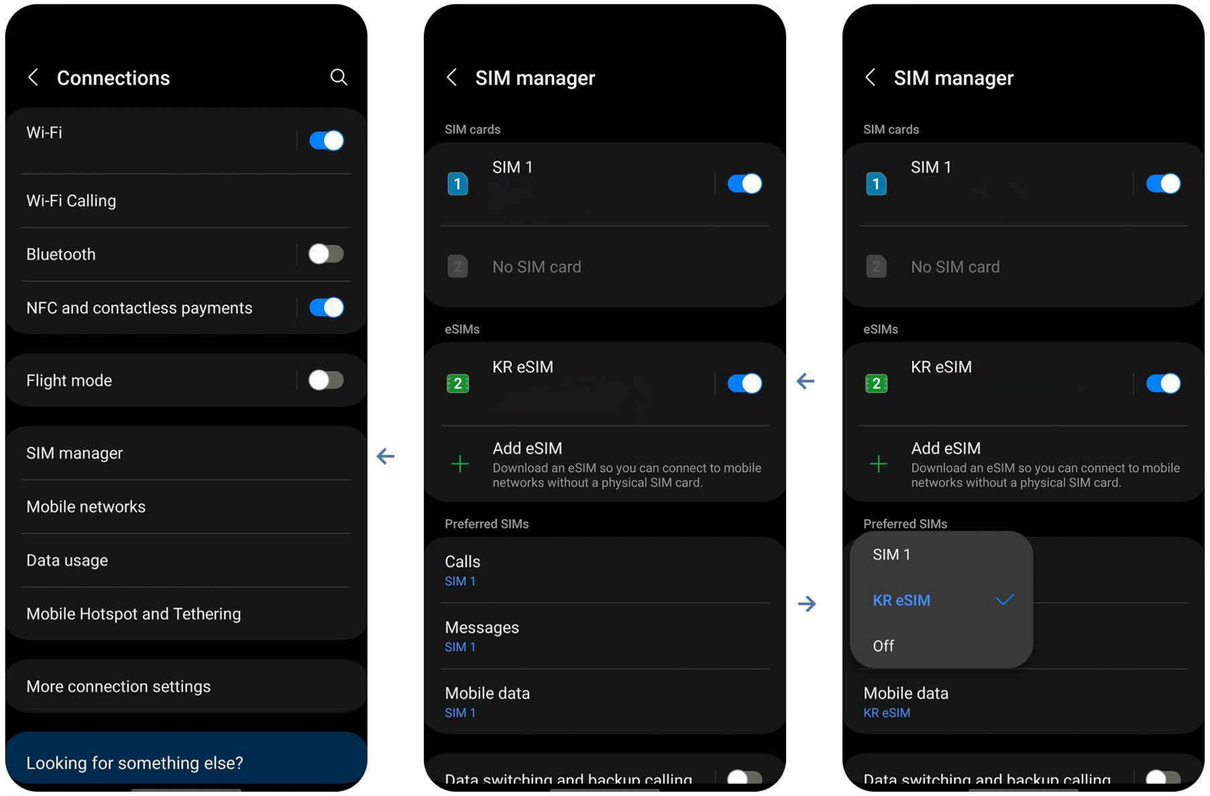
Part 1 | Part 2

Reminder. Only turn your eSIM on once you've landed.

/ 01 Open **Settings** > Connections > SIM manager.

/ 02 Tap your **KnowRoaming eSIM** and **turn it on.**

/ 03 On the same screen, tap **Mobile data** and **choose your KnowRoaming eSIM.**



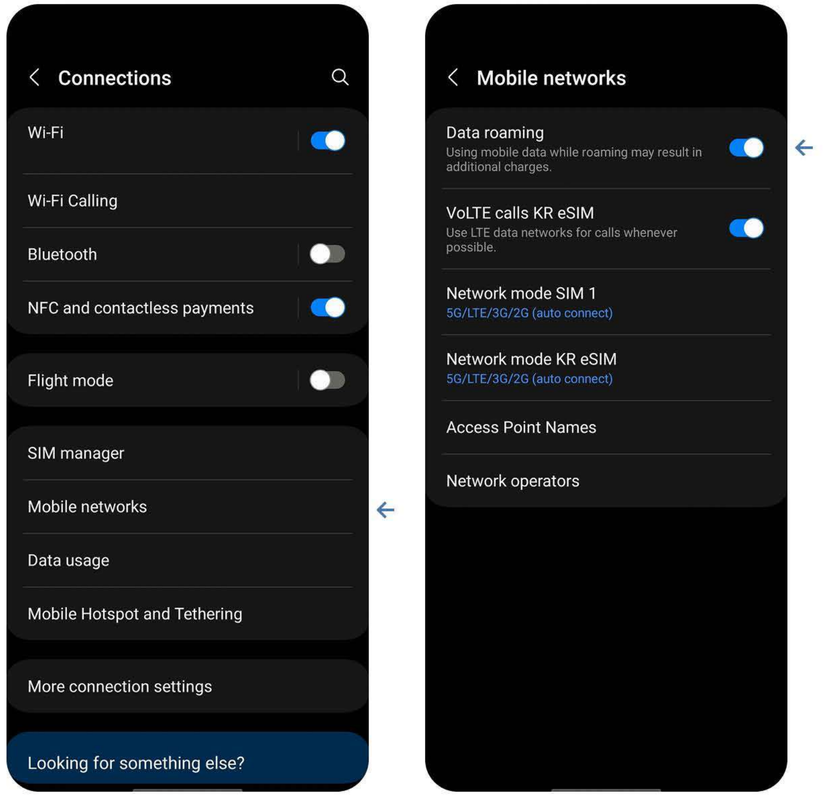
Activate your eSIM.

Part 1 Part 2

/ 04 Go back to S**ettings** > Connections > **Mobile networks.**

/ 05 **Turn on** Data roaming.

/ 06 **Give your phone a minute to connect.** Nothing? Turn on Airplane Mode for 30 seconds, then turn it off. If the eSIM shows Activating, wait for it to finish. Still no connection? See Troubleshooting, page 21.



When you get home

Turn off your eSIM when you get home.

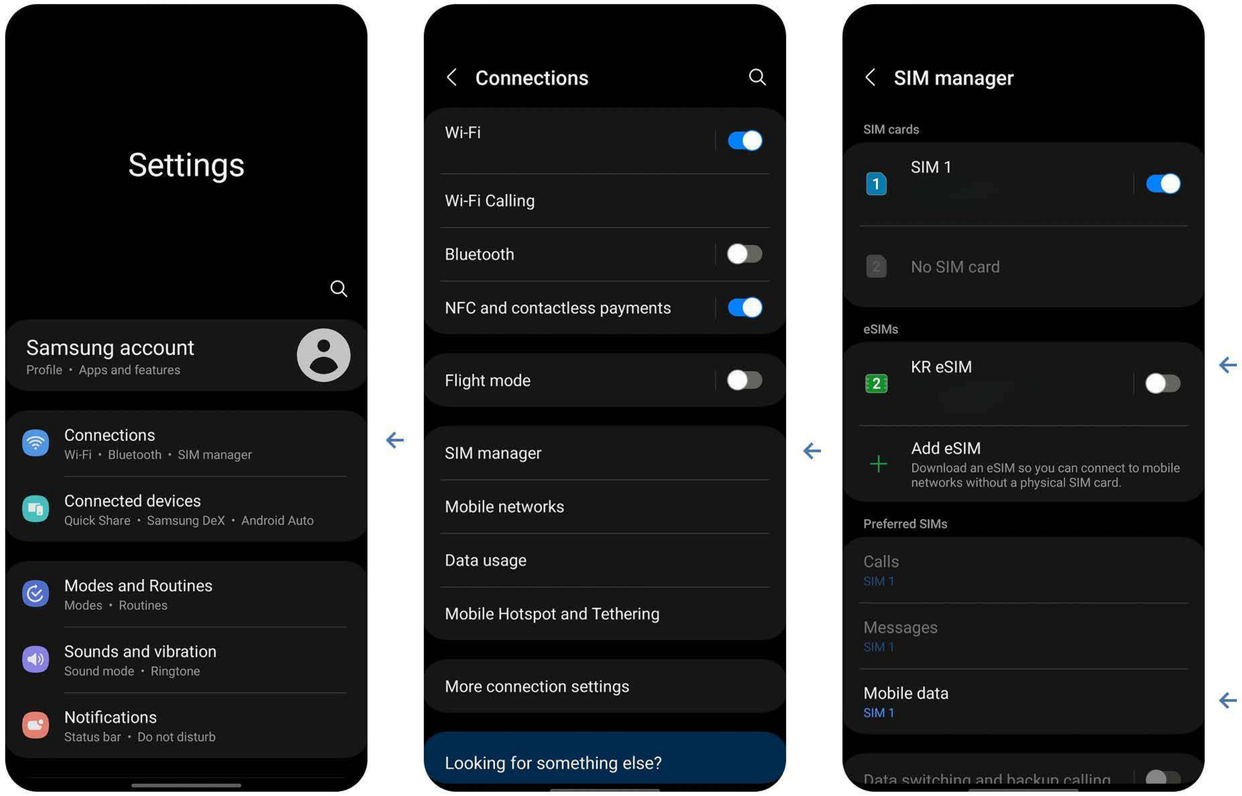
Turn off your eSIM.

/ 01 Open Settings and tap on **Connections.**

/ 02 Tap **SIM manager.**

/ 03 Under eSIMs, **toggle your KnowRoaming eSIM off.**

/ 04 Tap **Mobile data** and switch it back to **your local SIM.**



If it's not working

Troubleshooting.

Full signal but no data? **Set your APN.**

Part 1

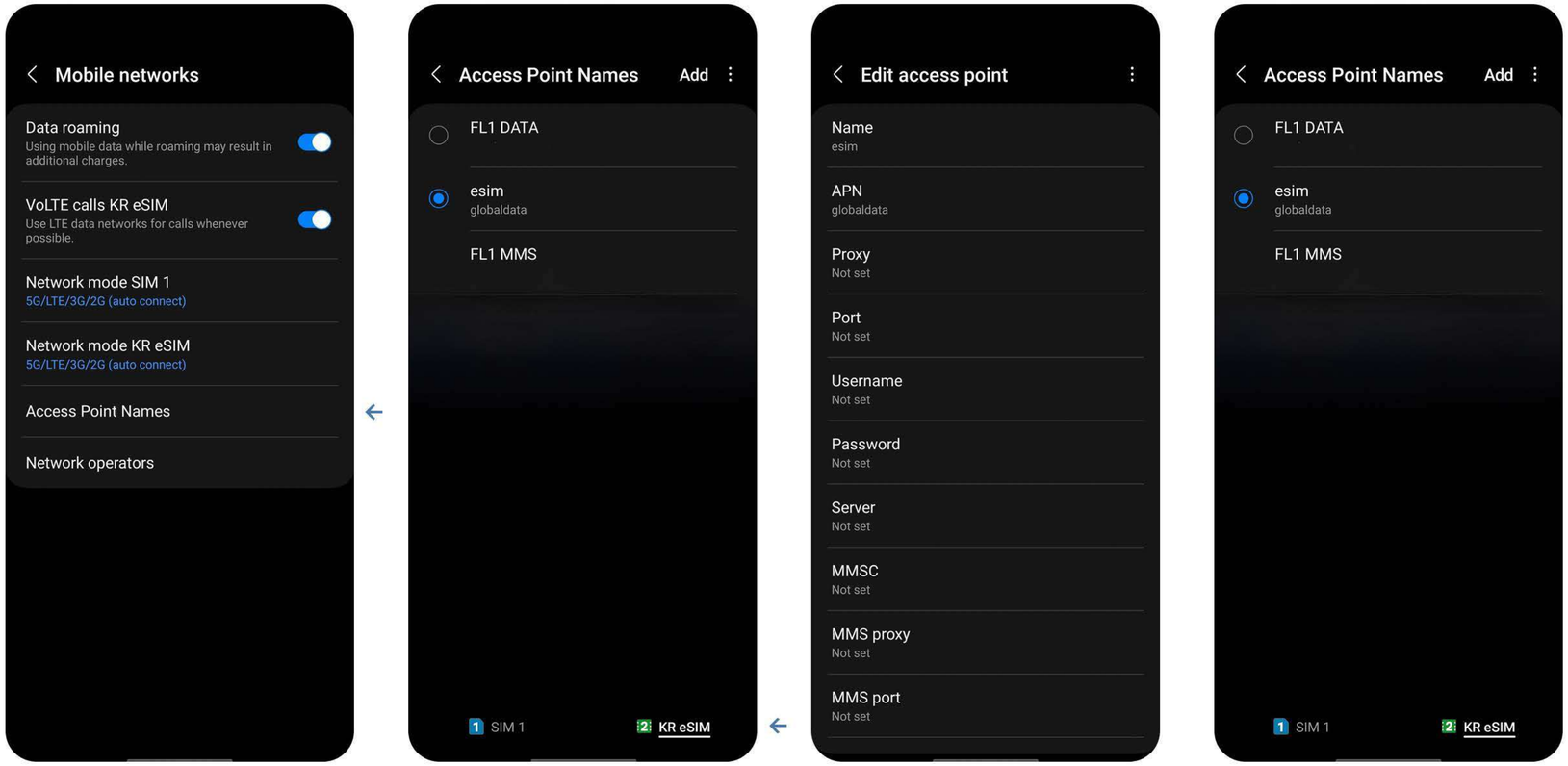
/ 01 Open **Settings** > Settings > Connections > Mobile Networks > **Access Point Names (APN).**

/ 02 **Each APN** on the list will have a name, and the APN address below it.

/ 03 Please ensure the **global data option** is selected if it is already listed.

/ 04 If the APN global data isn't listed, **tap Add.** Set Name to eSIM and APN to **globaldata** (no spaces or capitals).

/ 05 **Tap** on the **back arrow** or **Save**, depending on your device, and select the APN with the Name esim and the APN **globaldata**.



KnowRoaming

That's it. You land connected.

Need a hand? **Our support team is on 24/7.**

Message us on WhatsApp:
+1 (332) 237-1910

Contact form and FAQs:
knowroaming.com/support

24/7 support

200+ destinations