Know Roaming.

Android install

How to install your **eSIM** on **Android.**



The same eSIM, every trip.

From install to connected in a few steps. Need help? See the last page.

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Introduction

Check **your phone.**

Scan the QR code with the phone you'll install the eSIM on. 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

The same eSIM, every trip.

Install once, add a plan for each trip, top up for more data. Your home SIM stays in your phone. Install before you fly and turn it on when you land.

Flying soon?

Install now. Any time before you travel. You need a stable Wi-Fi or data connection.

Install your eSIM

Turn it on when you land.

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

Turn on your eSIM

Install options

Three ways to get connected

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

/ 01

Install on a new phone.

This phone doesn't have a KnowRoaming eSIM yet.

/ 02

Add a plan to your eSIM.

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

/ 03

Buy for another phone.

Buy on this phone, install it on a different one.

Option 1

Install on a new phone.

Install on a new phone.

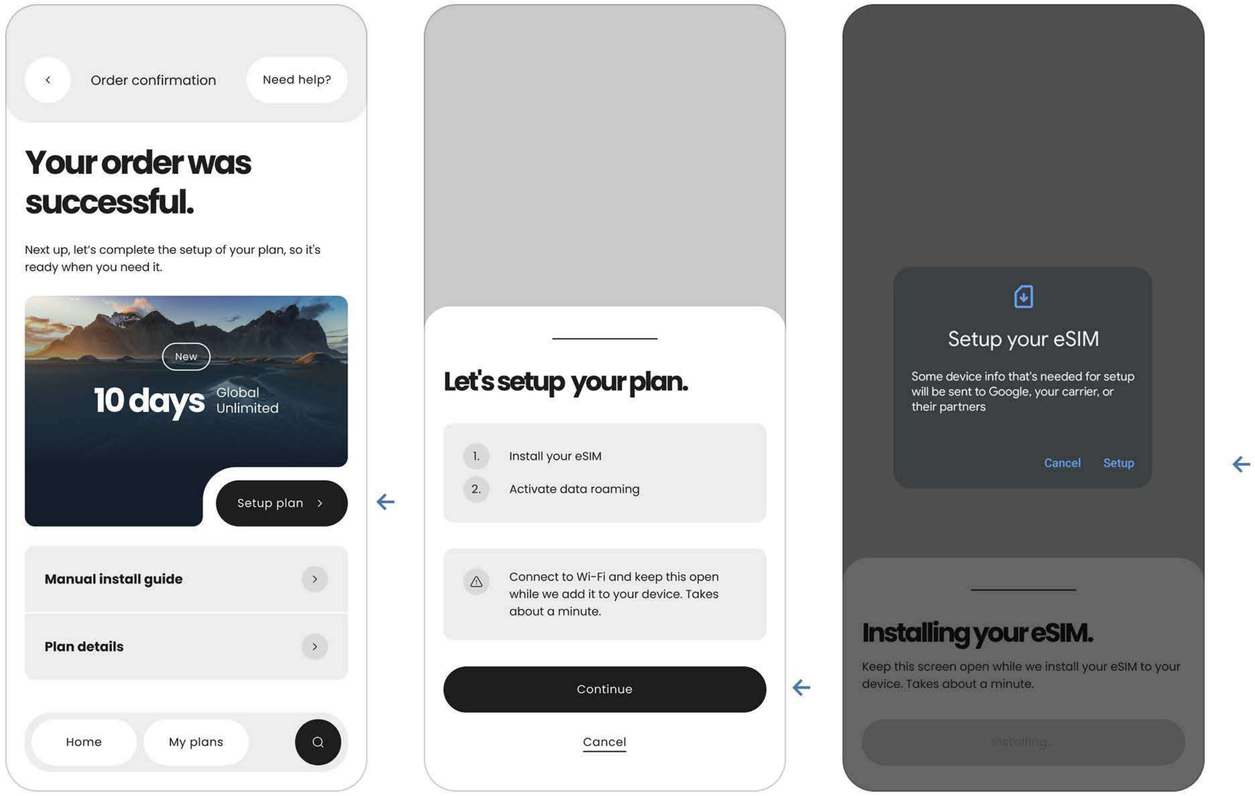
Part 1 | Part 2 | Part 3

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

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

/ 03 Android asks to install your eSIM. **Tap Setup.**

/ 04 The app installs the eSIM on your phone. **It takes about a minute.**



Install on a new phone.

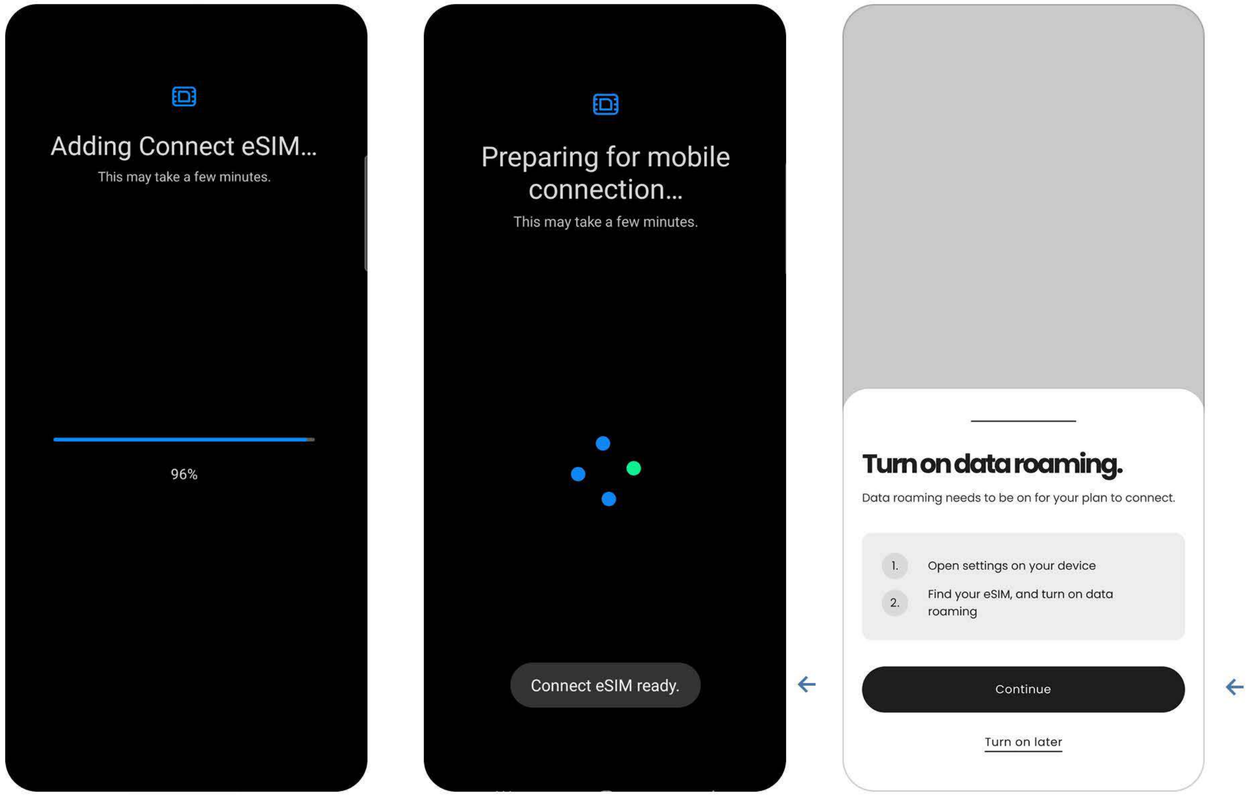
Part 1 | Part 2 | Part 3

/ 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 Go to Settings > Connections > SIM manager and turn on your KnowRoaming eSIM. Then go to Settings > Connections > Mobile networks and turn on Data roaming. Full steps: Turn on your eSIM, 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**.



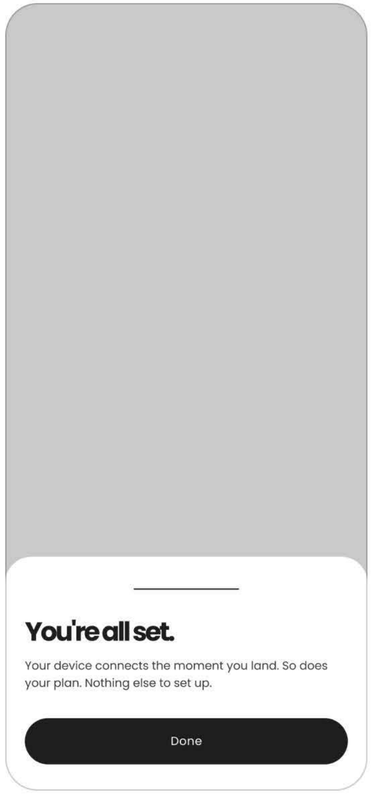
Install on a new phone.

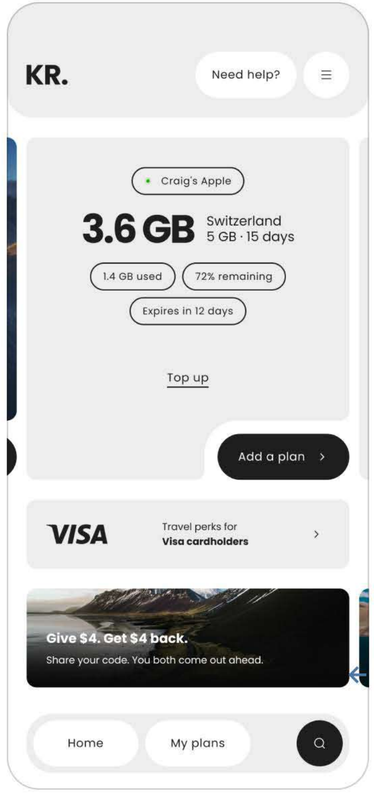
/ 09 **Tap Done.** You're all set.

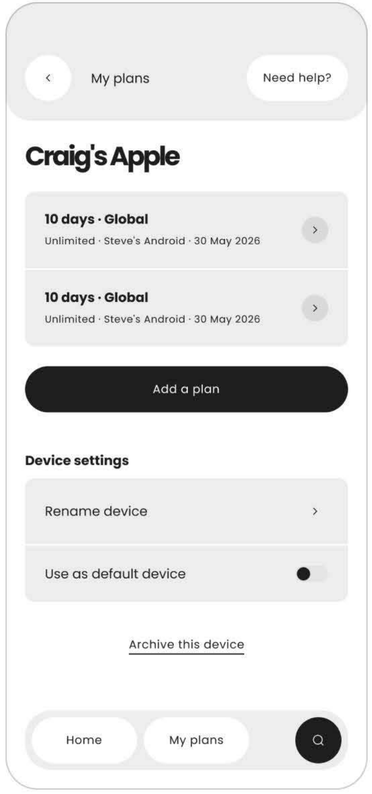
/ 10 Your plan shows on the **home screen**, where you can top up.

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

/ 12 Your plan starts when you **connect at your destination**, not now. Landed? Go to Turn on your eSIM, page 17.







Option 2

Add a plan to your eSIM.

Add a plan to your eSIM.

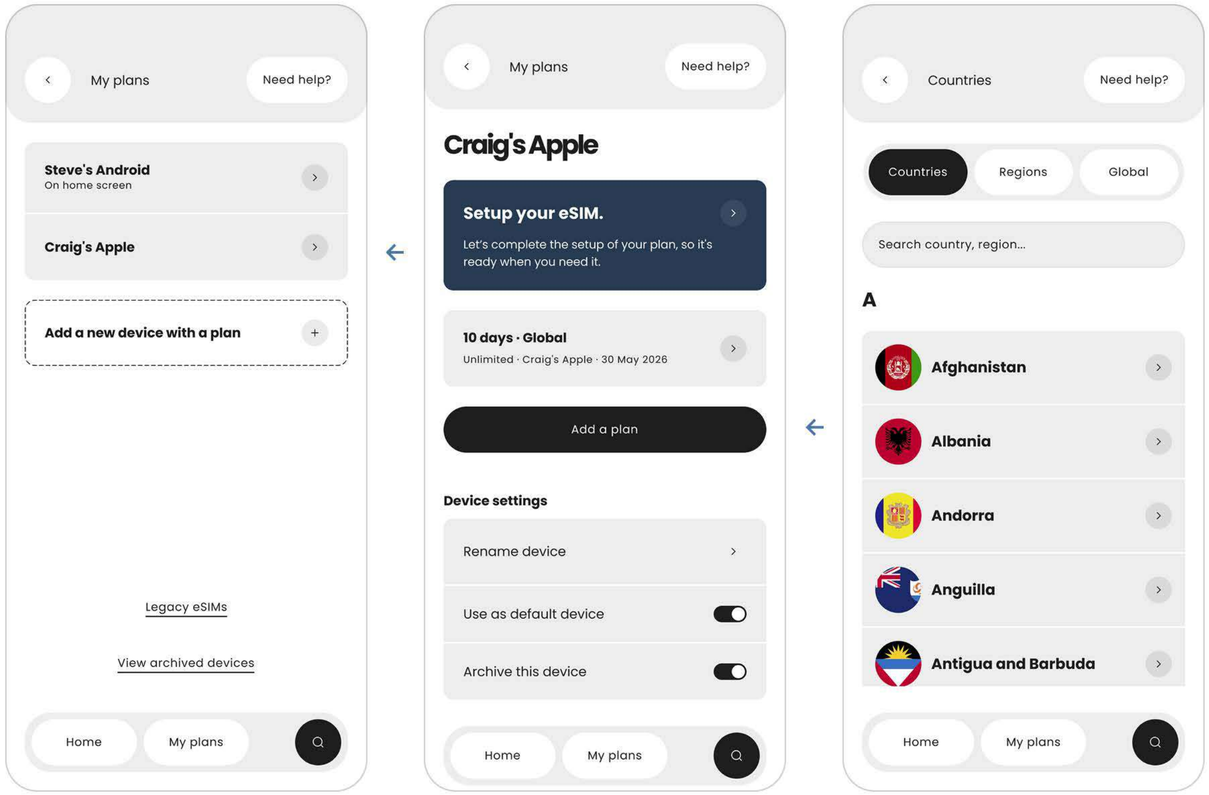
Part 1 | Part 2

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

/ 02 **Tap Add a plan.**

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

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



Add a plan to your eSIM.

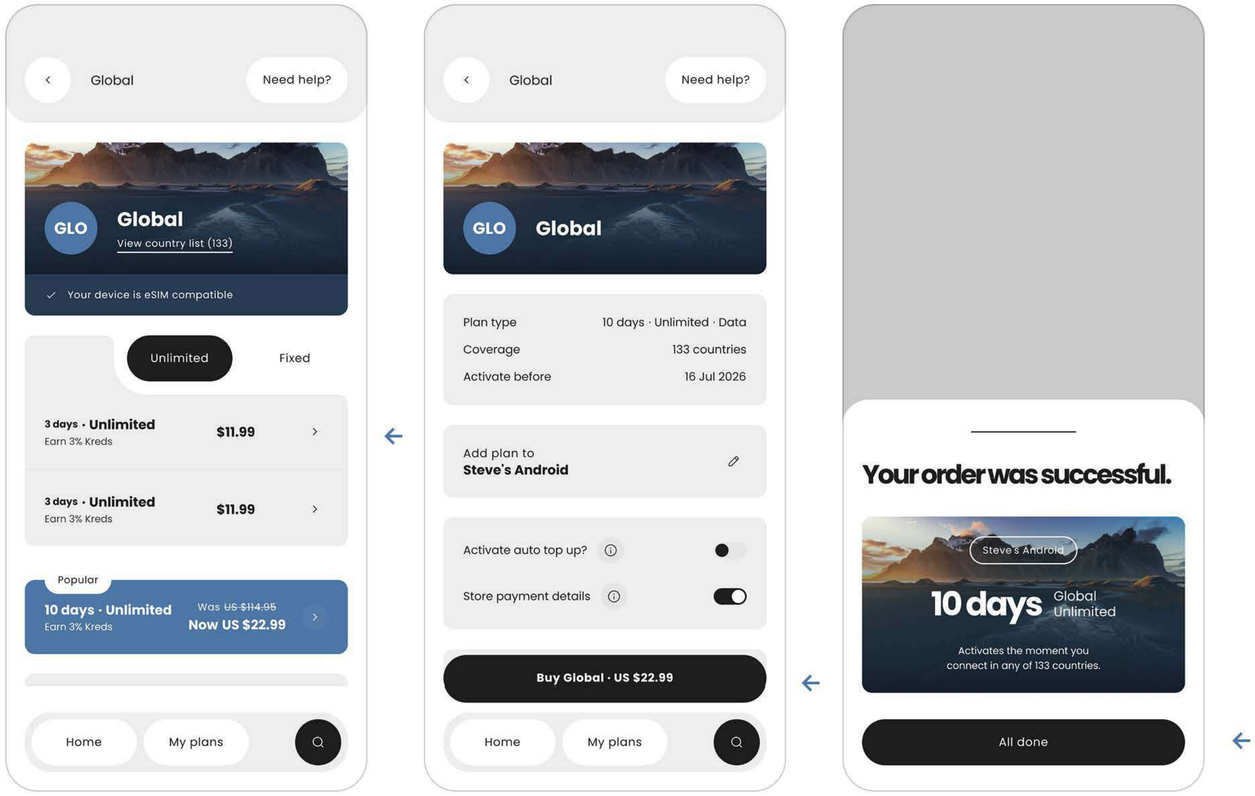
Part 1 Part 2

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

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

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

/ 08 **Your plan is on your phone and starts when you connect at your destination. Landed? Go to Turn on your eSIM, page 17.**



Option 3

Buy for another phone.

Buy for another phone.

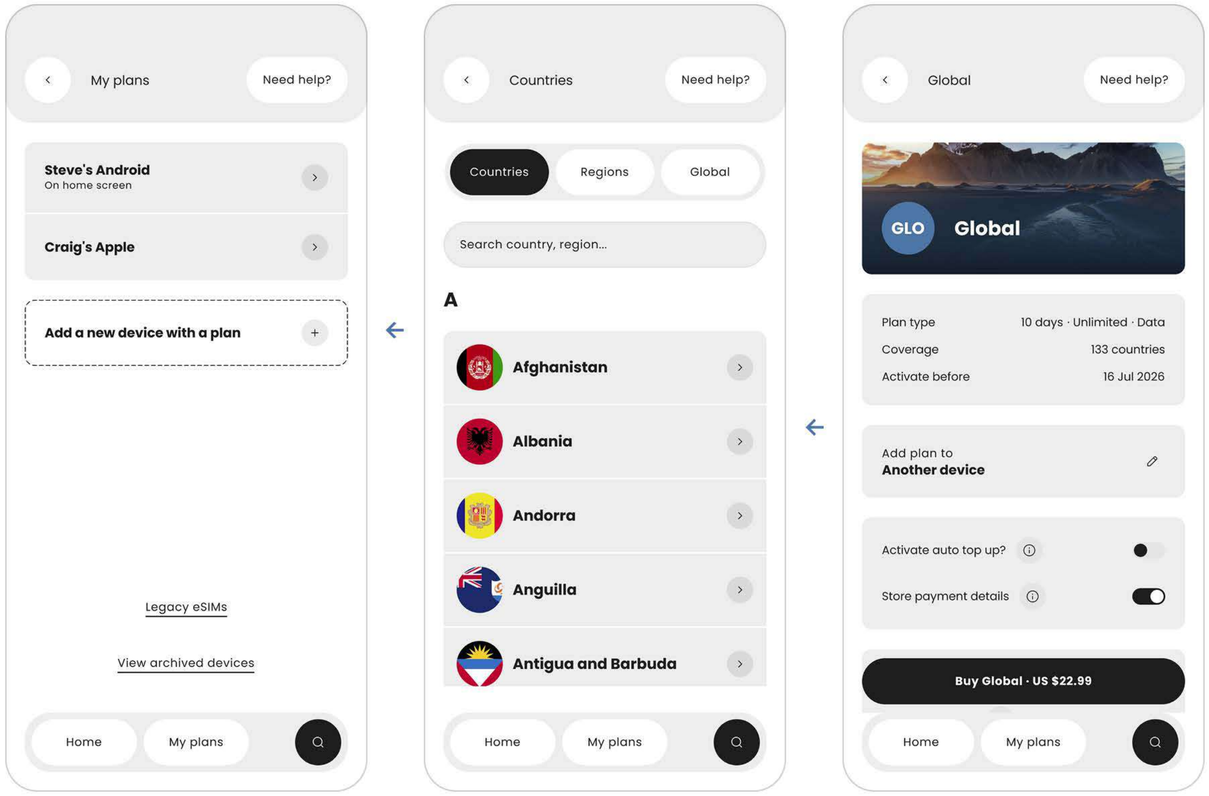
Part 1 | Part 2

/ 01 In the KnowRoaming app, **tap My plans**, then Add a new device with a plan.

/ 02 **Choose** your destination.

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

/ 04 At checkout, **Add plan to** shows Another device. Tap it to choose a different phone.



Buy for another phone.

Part 1 | Part 2

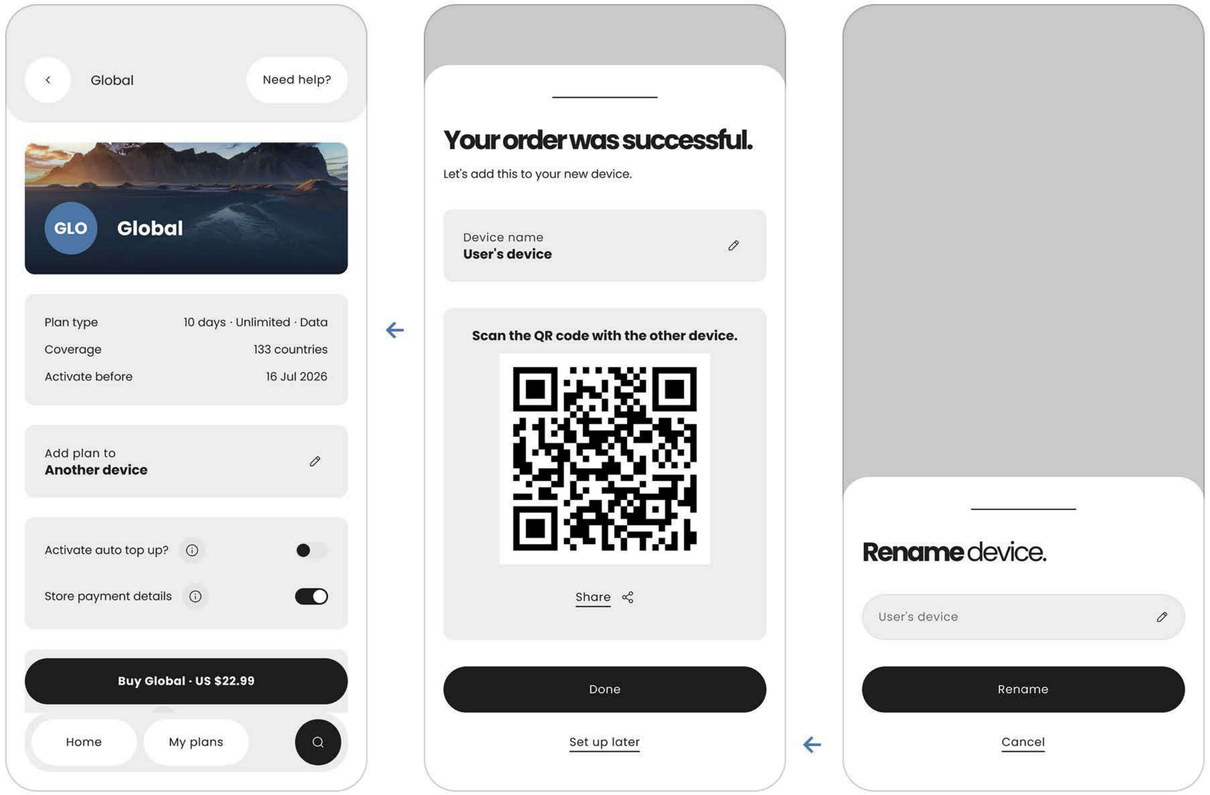
/ 05 **Tap Buy [destination]** and choose a payment method.

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

/ 07 On Android: Settings > Connections > SIM manager > Add eSIM > Scan QR code. On Pixel: Settings > Network & internet > SIMs > Add SIM > Download a SIM instead.

/ 08 **Tap Done.** On the other phone, follow Turn on your eSIM, page 17, when you land.

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



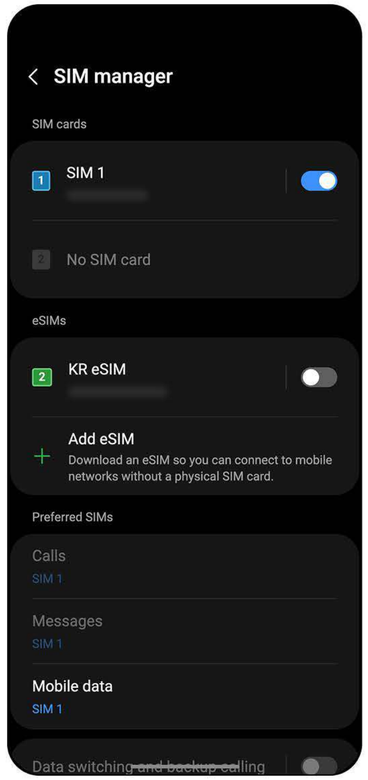
Keep it off until you land.

Once your eSIM is installed, it's ready. Not at your destination yet? Keep it off until you land. If you see “Activation failed” before then, nothing is wrong. It clears when you land.

To keep it off

1. Open **Settings** > Connections > SIM manager.
2. Turn off your KnowRoaming eSIM**.**
3. Under Preferred SIMs, set Mobile data to your home **SIM.**

When you land, turn it back on. See Turn on your eSIM, page 17.
Don't delete your eSIM. Next trip, add a plan and turn it on.



To rename your eSIM

Carrying more than one eSIM? A label helps you find it.

1. Open **Settings** > Connections > SIM manager.
2. Tap your **KnowRoaming eSIM.**
3. Tap Name, enter KnowRoaming, then tap Done.

When you land

Turn on your eSIM.

Turn on your eSIM.

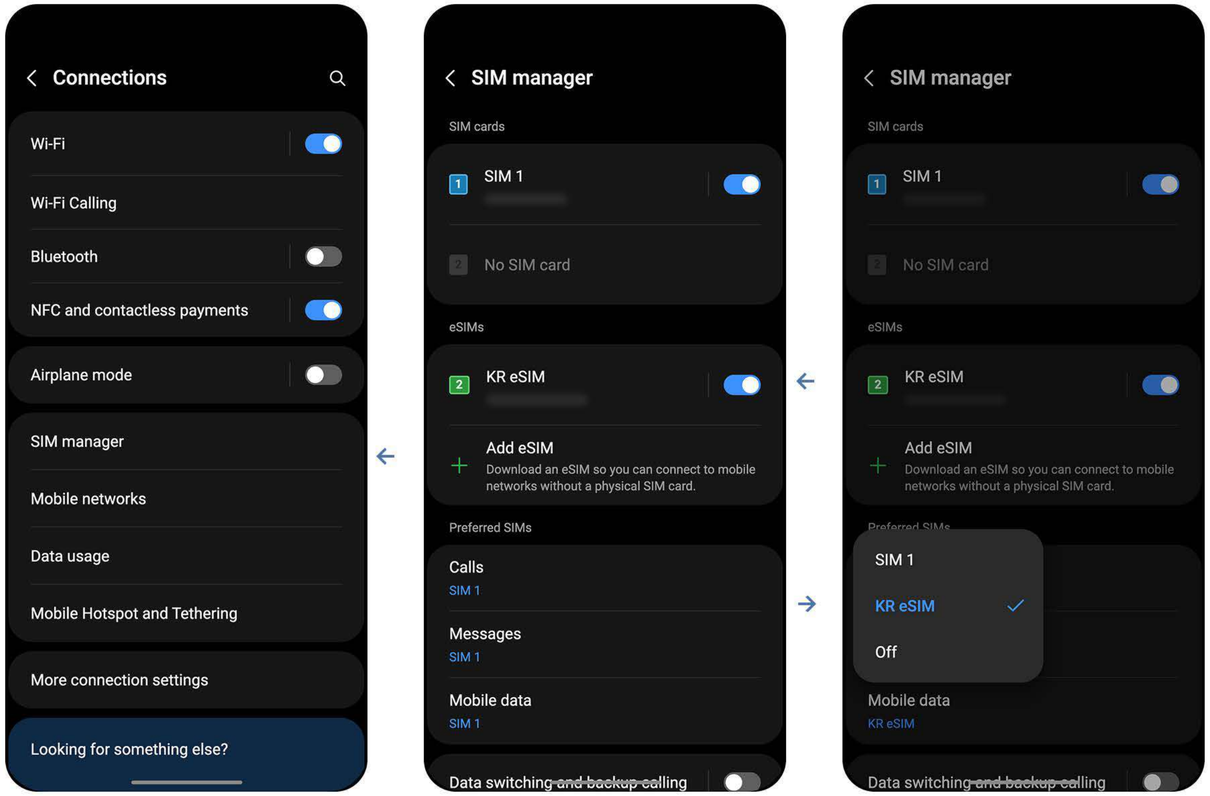
Part 1 | Part 2

Reminder: turn on your eSIM only after you land.

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

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

/ 03 Under Preferred SIMs, tap **Mobile data** and **choose your KnowRoaming eSIM.**



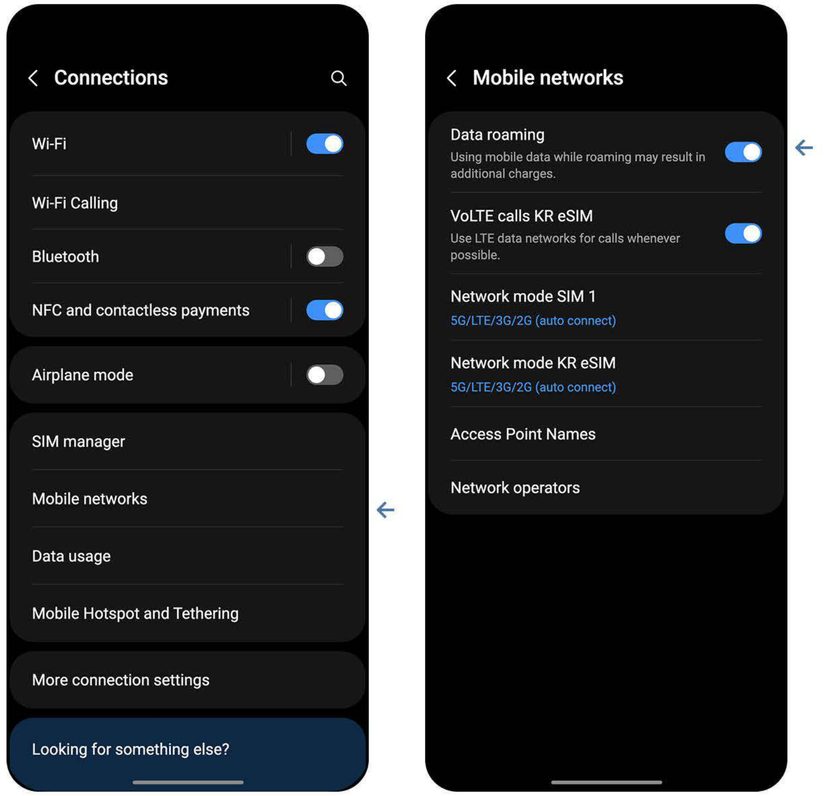
Turn on your eSIM.

Part 1 | Part 2

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

/ 05 **Turn on** Data roaming. On Pixel: Settings > Network & internet > SIMs. Turn on your KnowRoaming eSIM, tap it, and turn on Roaming.

/ 06 **Give your phone a minute to connect.** Nothing? Turn on Flight 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.

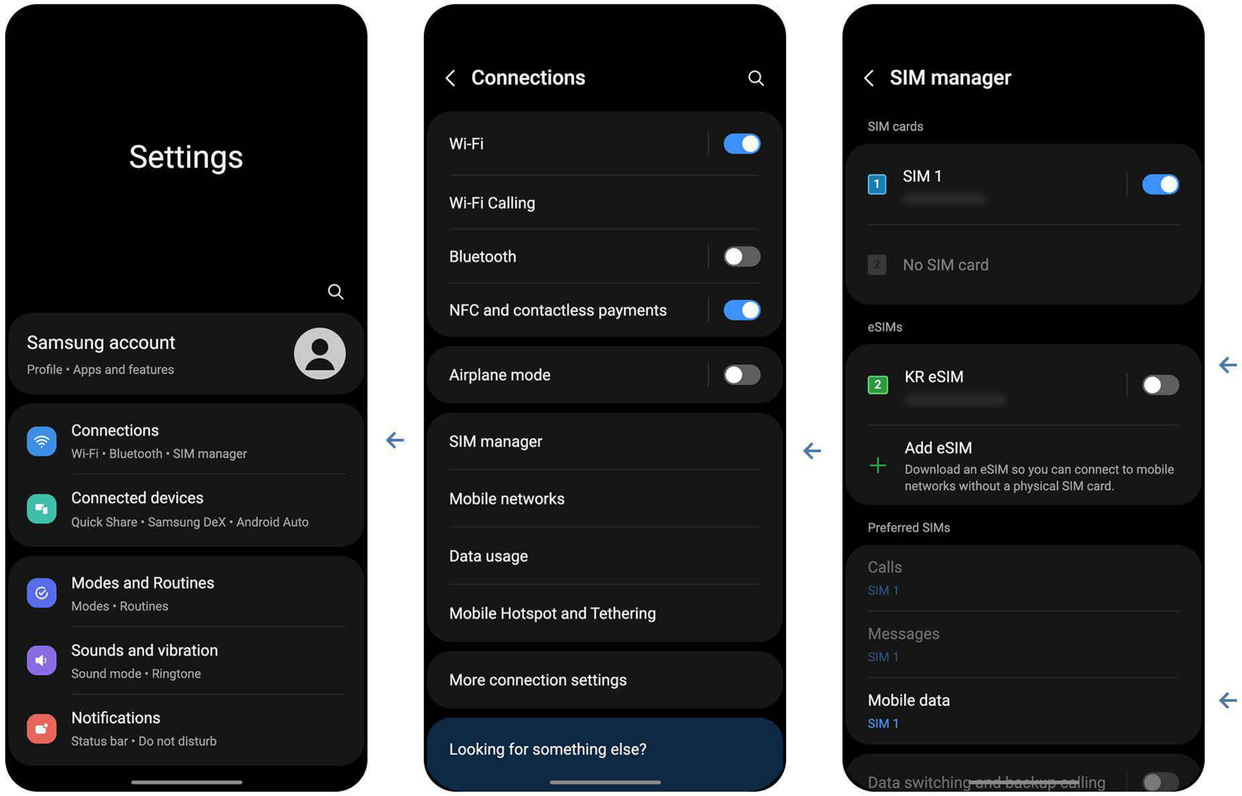
Turn off your eSIM.

/ 01 Go to Settings > **Connections.**

/ 02 Tap **SIM manager.**

/ 03 Turn off your KnowRoaming eSIM. On Pixel: Settings > Network & internet > SIMs.

/ 04 Under Preferred SIMs, set Mobile data to your home SIM. Keep your eSIM installed. Next trip, add a plan and turn it on.



If it's not working

Troubleshooting.

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

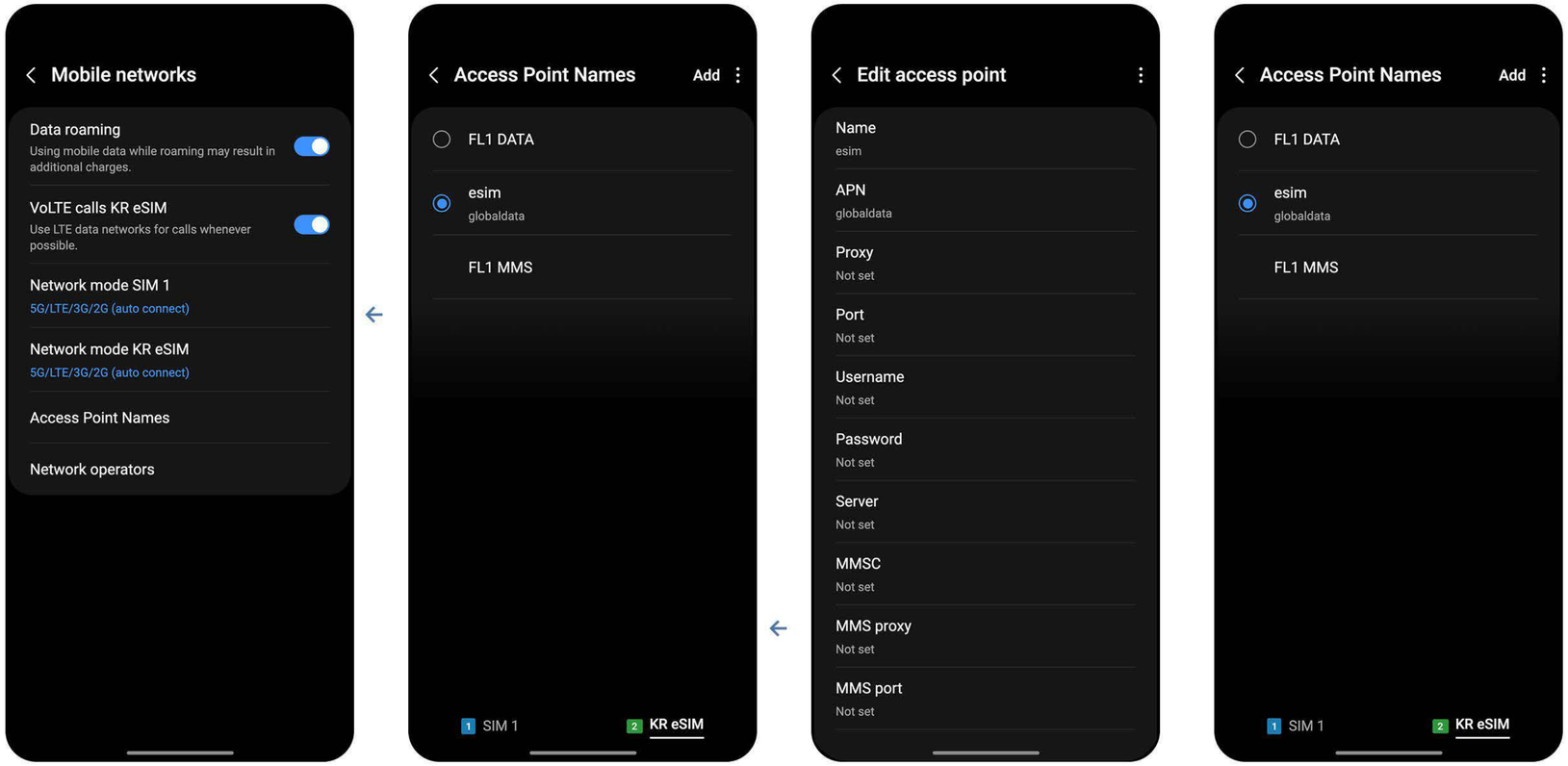
/ 01 Go to Settings > Connections > Mobile networks > Access Point Names.

/ 02 **Each APN** shows its name, with the APN below it.

/ 03 If globaldata is listed, select it.

/ 04 If it isn't listed, tap Add. Set Name to eSIM and APN to globaldata, all lowercase with no spaces.

/ 05 **Tap** Save or the back arrow, then select the eSIM APN.



KnowRoaming

You're all set.

Need help? Our support team is available **24/7.**

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

Contact form and FAQs:
knowroaming.com/support

24/7 support

200+ destinations