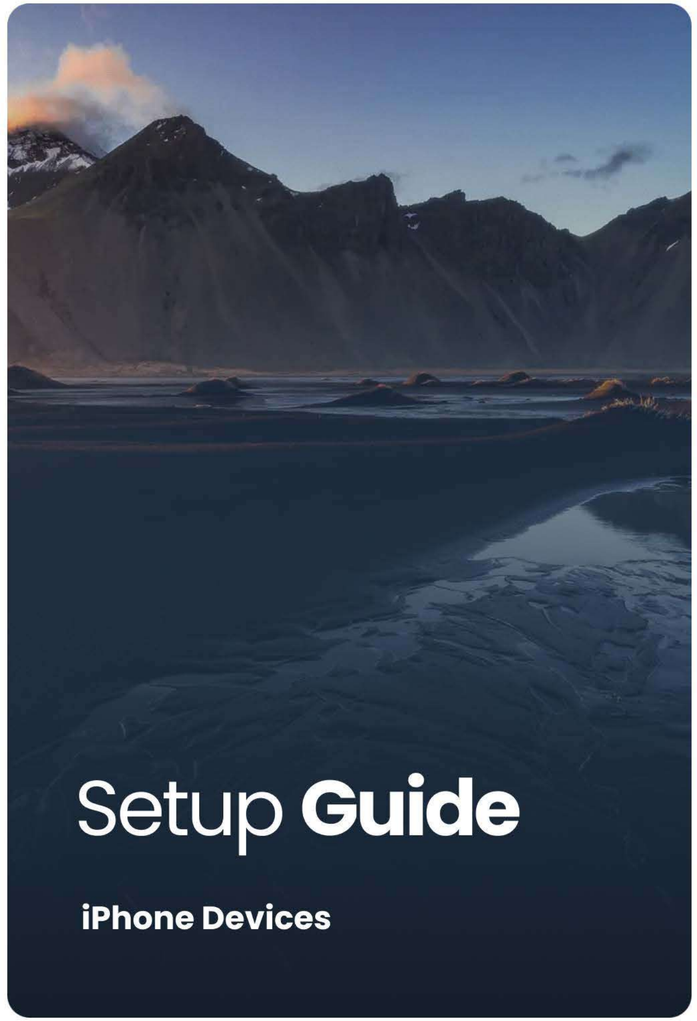
Know Roaming.

iPhone setup

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



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

/ 01	**Introduction**	Pages 03
/ 02	**Three ways to add your eSIM**	Pages 04
/ 03	**Set up a new device**	Pages 05
/ 04	**Add to an existing device**	Pages 09
/ 05	**Add to another device**	Pages 12
/ 06	**Before you travel**	Pages 15
/ 07	**Activate your eSIM**	Pages 16
/ 08	**Turn off your eSIM**	Pages 18
/ 09	**Troubleshooting**	Pages 20
/ 10	**Need a hand?**	Pages 23

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 phones sold since 2019 support eSIM, including iPhone XS 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. K

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.**

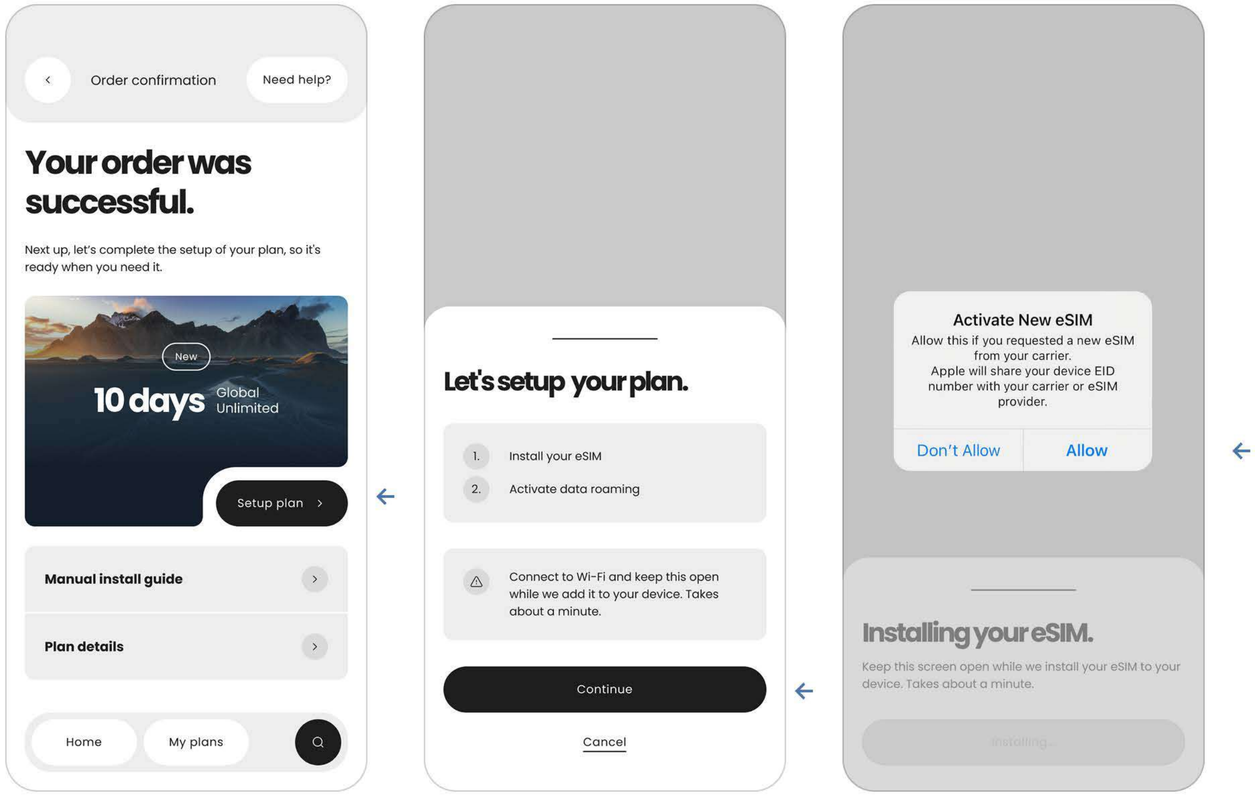
Part 1 | Part 2 | Part 3

/ 01 After you buy a plan, the **Set up your plan** popup appears. If you closed it, 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 iOS asks to activate a new eSIM. **Tap Allow.**

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



Setup a **new device.**

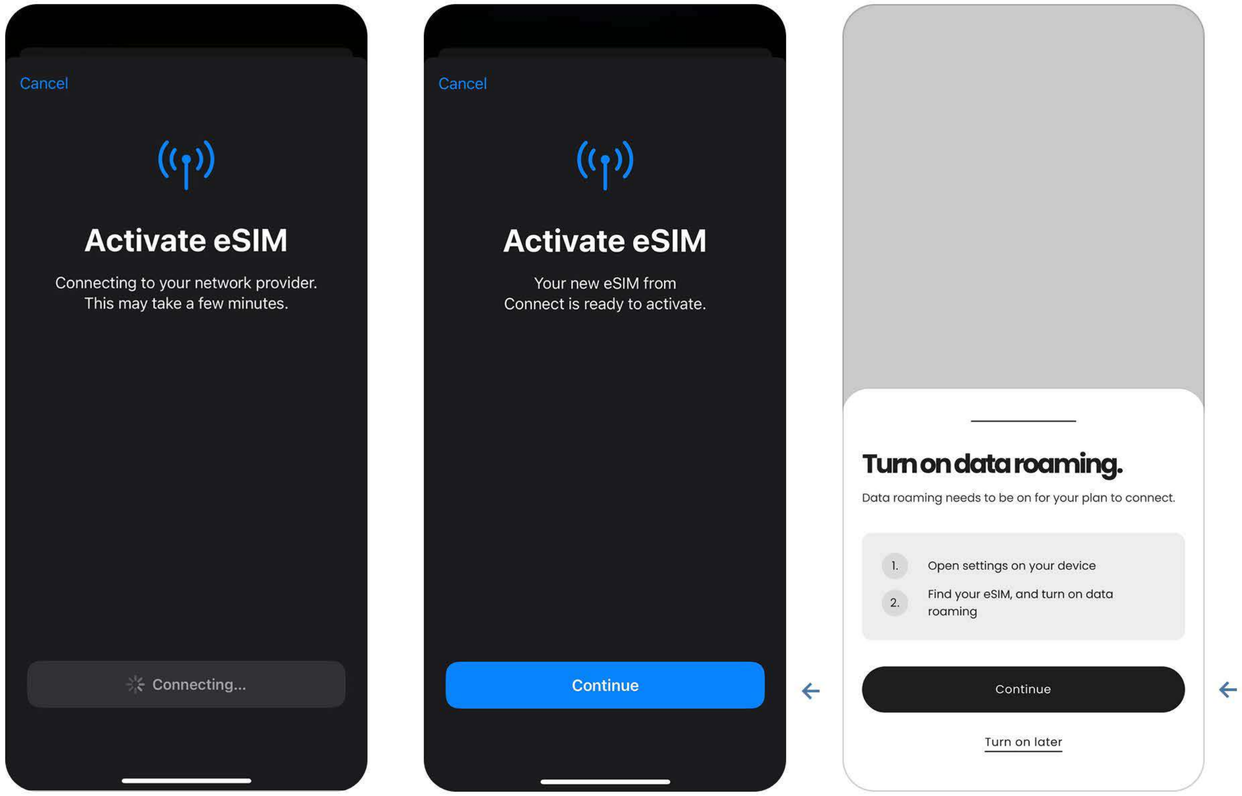
Part 1 Part 2 Part 3

/ 04 iOS connects to the network. This can take a few minutes. When it says your eSIM is ready, **tap Continue.**

/ 05 Back in the app, the **Turn on data** roaming popup appears.

/ 06 Open Settings > Mobile Service, **tap your KnowRoaming eSIM** and turn on Data Roaming. Full steps on page 16. Come back to the app and **tap Continue.**

/ 07 Not flying yet? **Tap Turn on later** instead and see Before you travel, **page 15**.



Setup a **new device.**

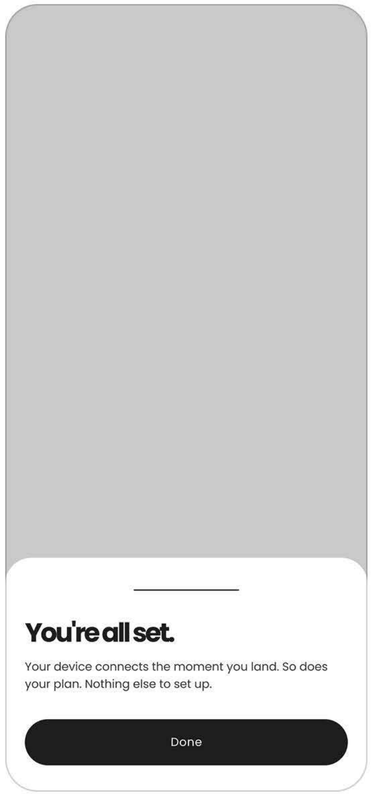
Part 1 Part 2 Part 3

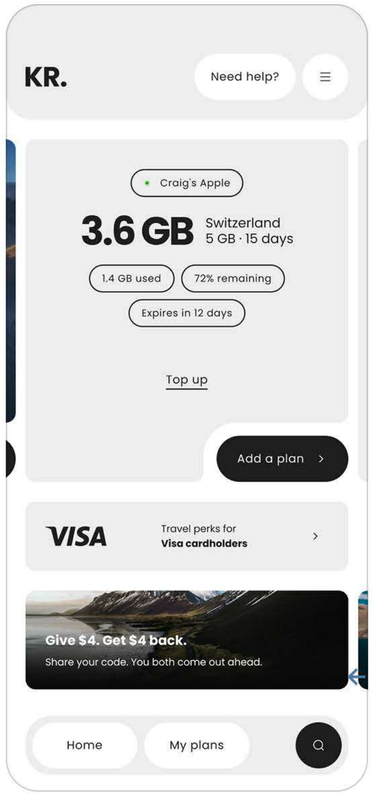
/ 08 **Tap Done.** You're all set.

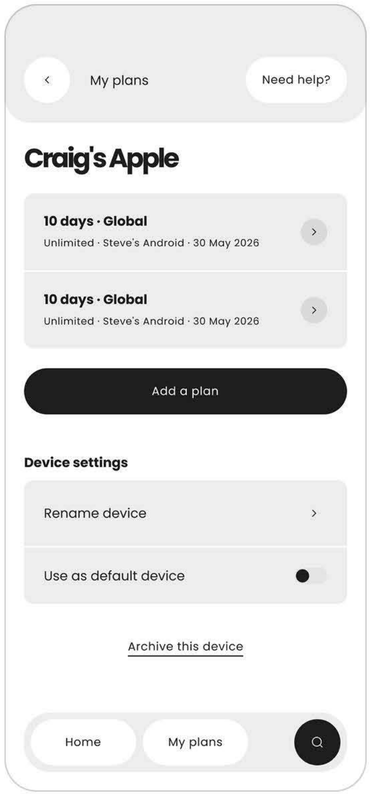
/ 09 Your plan shows on the **home screen**, where you can top up.

/ 10 It's also under **My plans**, with every device on your account.

/ 11 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.**

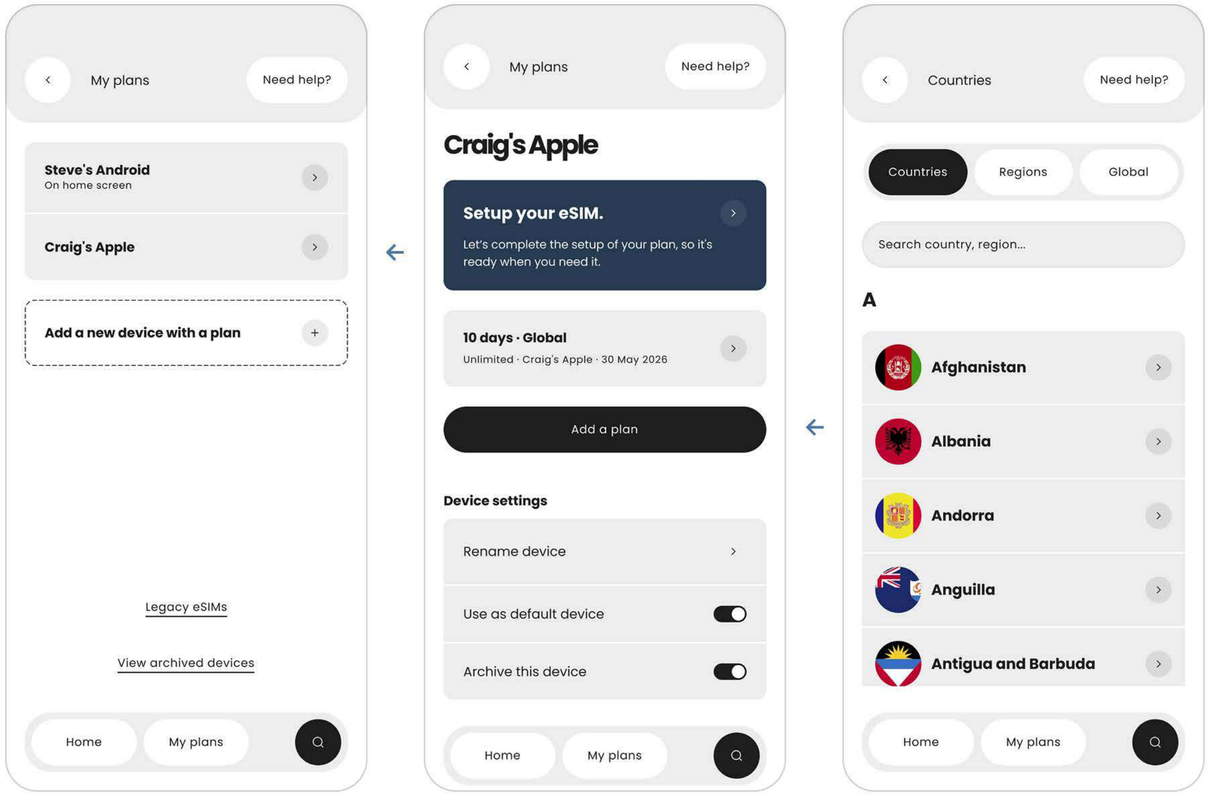
Part 1 | Part 2

/ 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.**

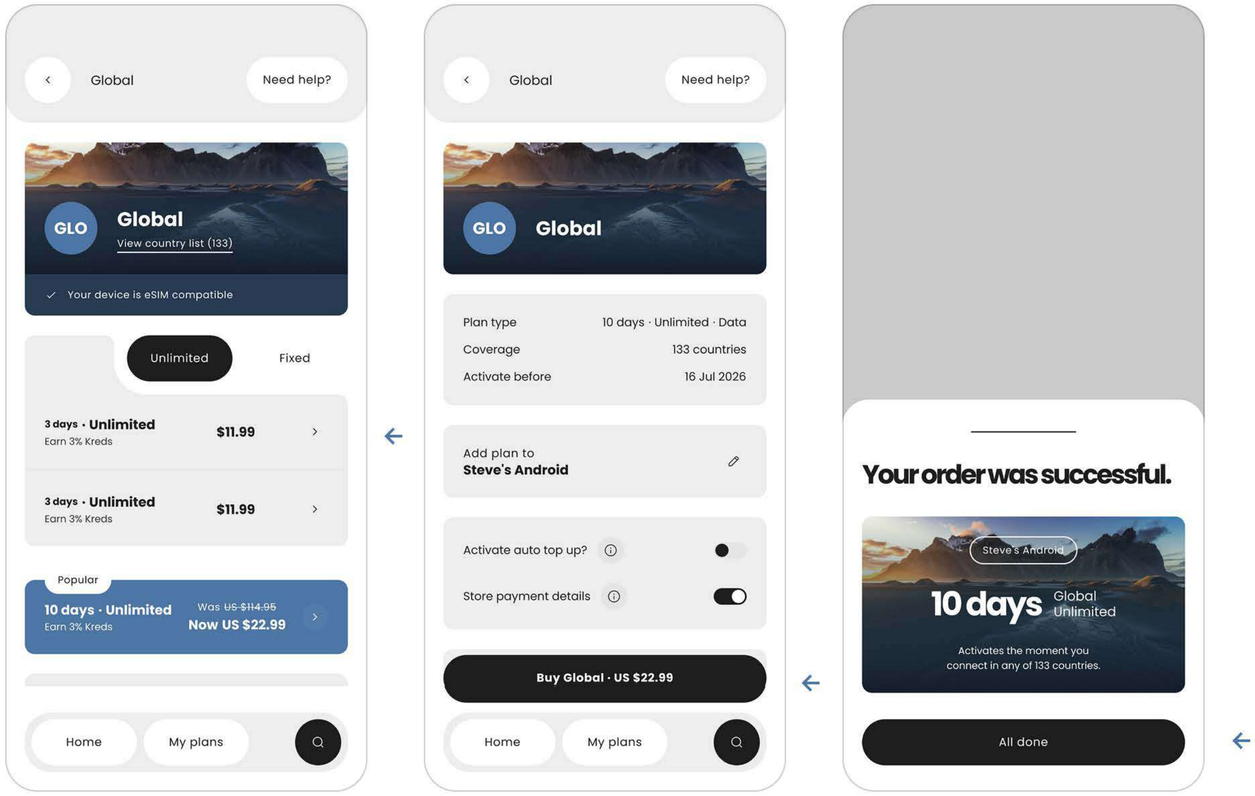
Part 1 | Part 2

/ 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.



to share

Add to **another device.**

Share to **another device.**

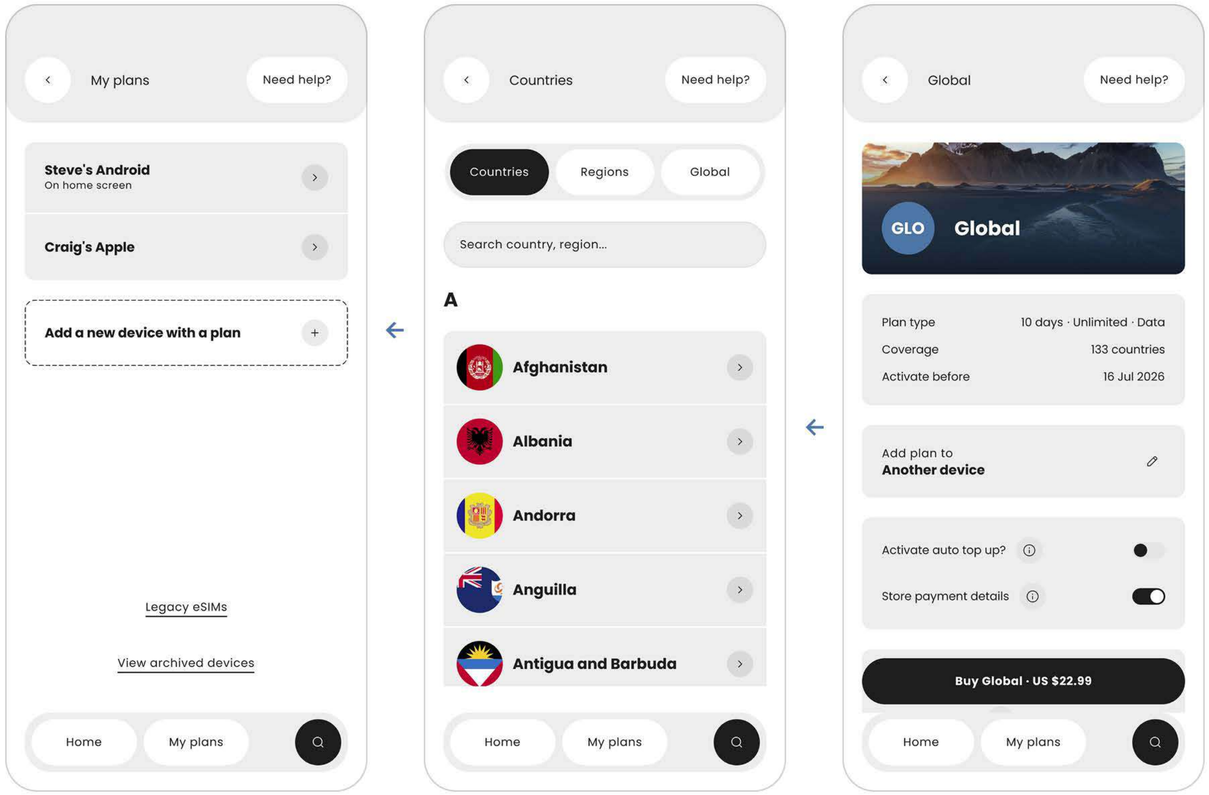
Part 1 | Part 2

/ 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 if you want to change the device.



Share to **another device.**

Part 1 | Part 2

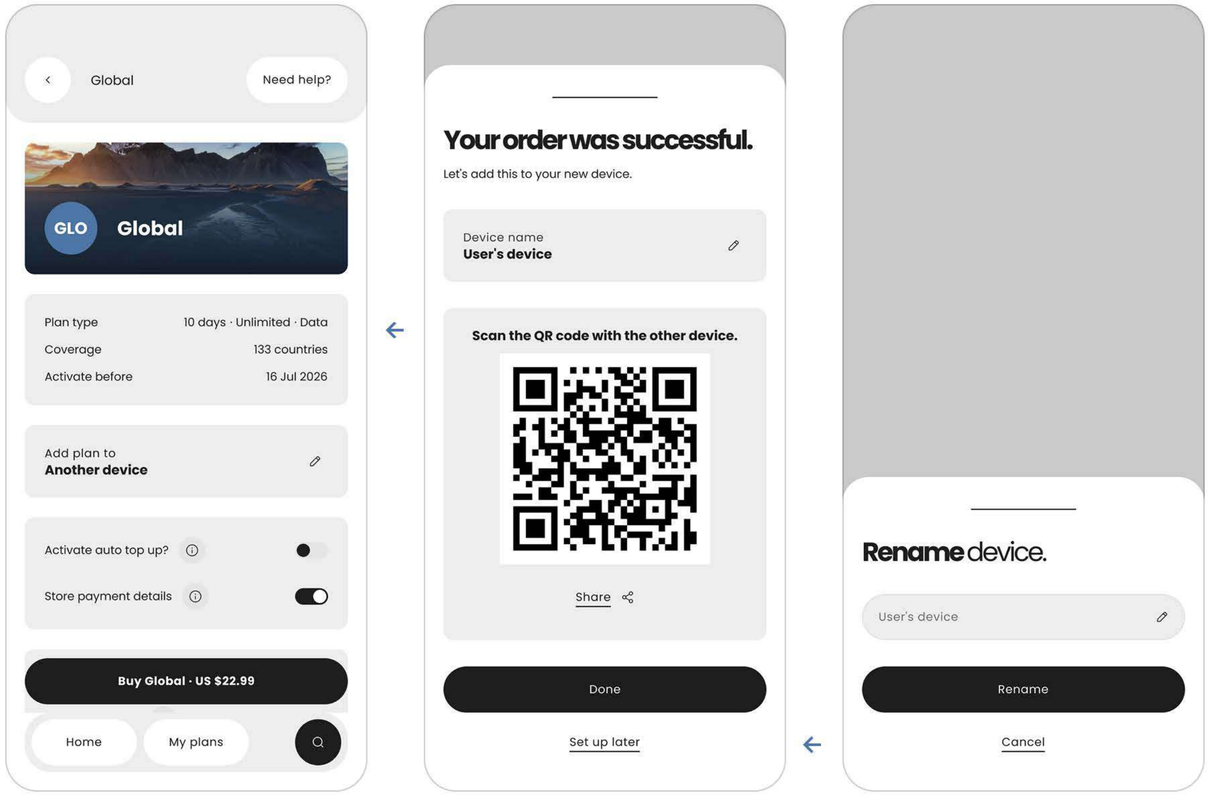
/ 05 **Tap Buy [destination]** and choose a payment method.

/ 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 the **other phone**, scan the QR code with its camera and tap the prompt. On an iPhone, **tap Allow** when it asks to activate a new eSIM. Phone not with you? Tap Share to send the 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.

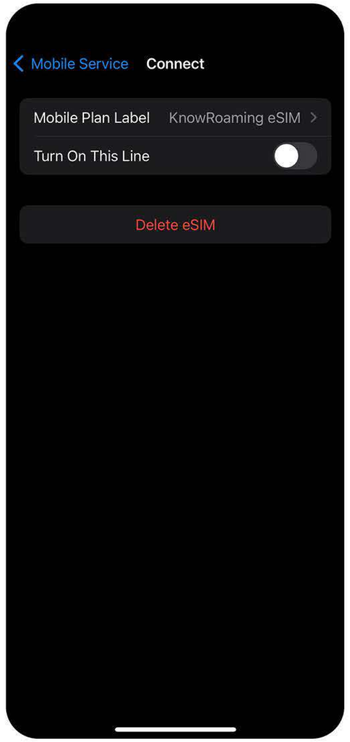


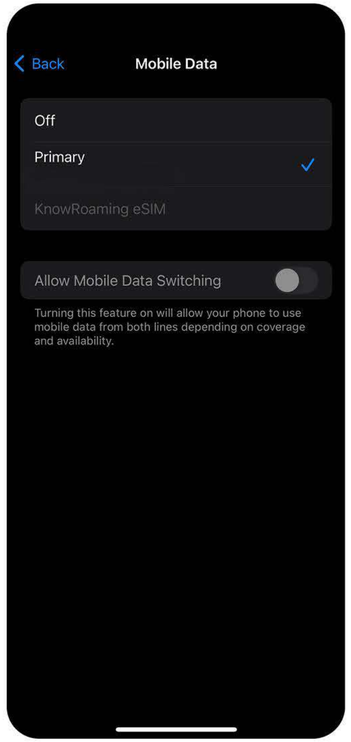
Keep it off until you land.

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 iOS may say activation failed. That's expected; it clears when you land.

To keep it off

1. Open **Settings** > Cellular and scroll to SIMs.
2. Tap your KnowRoaming eSIM and **turn off Turn On This Line.**
3. Go **back to Cellular** > Cellular Data and check your home SIM is selected.
4. When you land, **turn the line back on**. See Activate your eSIM, page 16.
5. **Don't delete the eSIM**. Turn the line off; it's ready for the next trip too.





To rename your eSIM

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

1. Open **Settings** > Cellular, and under SIMs tap your KnowRoaming eSIM.
2. Tap **Cellular Plan** Label.
3. Pick a label, or **tap Custom Label**, type a name like KnowRoaming, then tap Done.
4. In order to easily identify your eSIM, you may want to **rename it.**

When you land

Activate your eSIM.

Activate your eSIM.

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

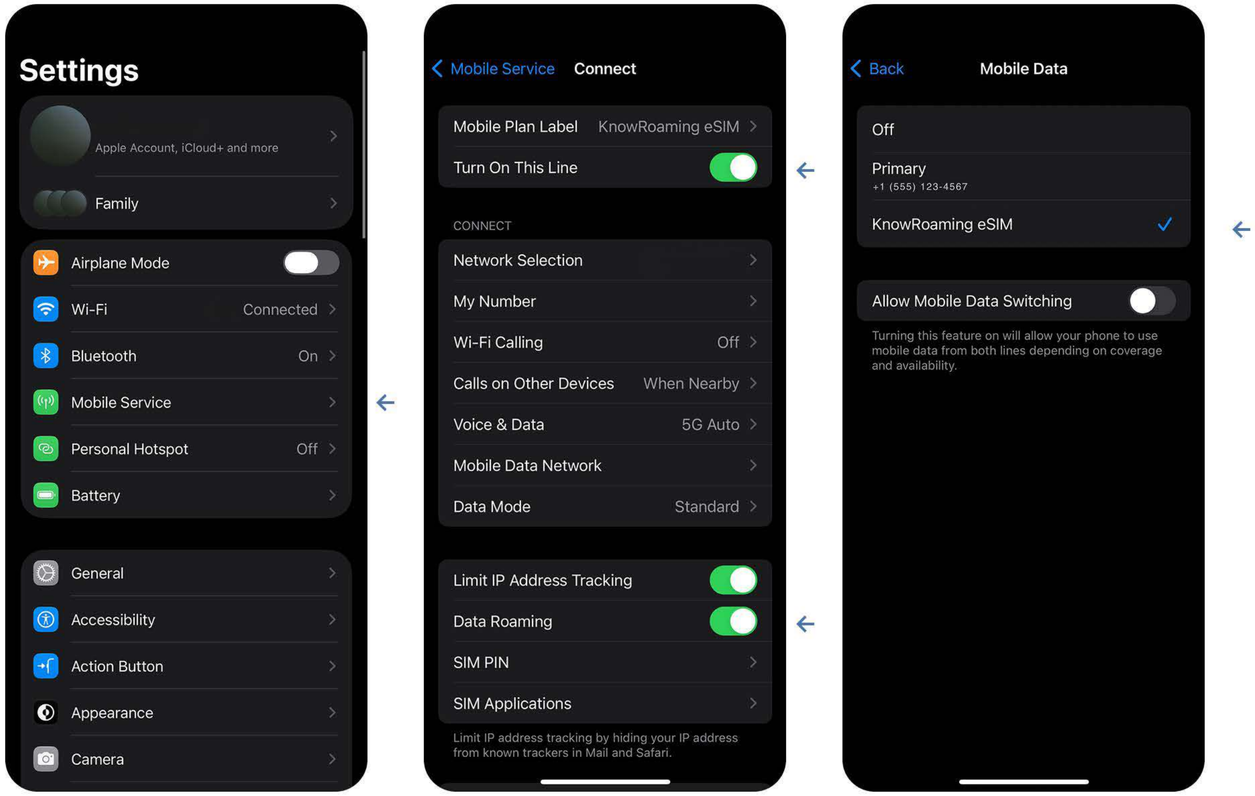
/ 01 Open Settings > Mobile Service and scroll to SIMs. **Tap your KnowRoaming eSIM.**

/ 02 **Turn on** Turn On This Line.

/ 03 On the same screen, turn on **Data Roaming.**

/ 04 Go back to Settings > Mobile service and choose your **KnowRoaming eSIM.** Calls and texts keep using your home number.

/ 05 **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 20.



When you get home

Turn off your eSIM when you get home.

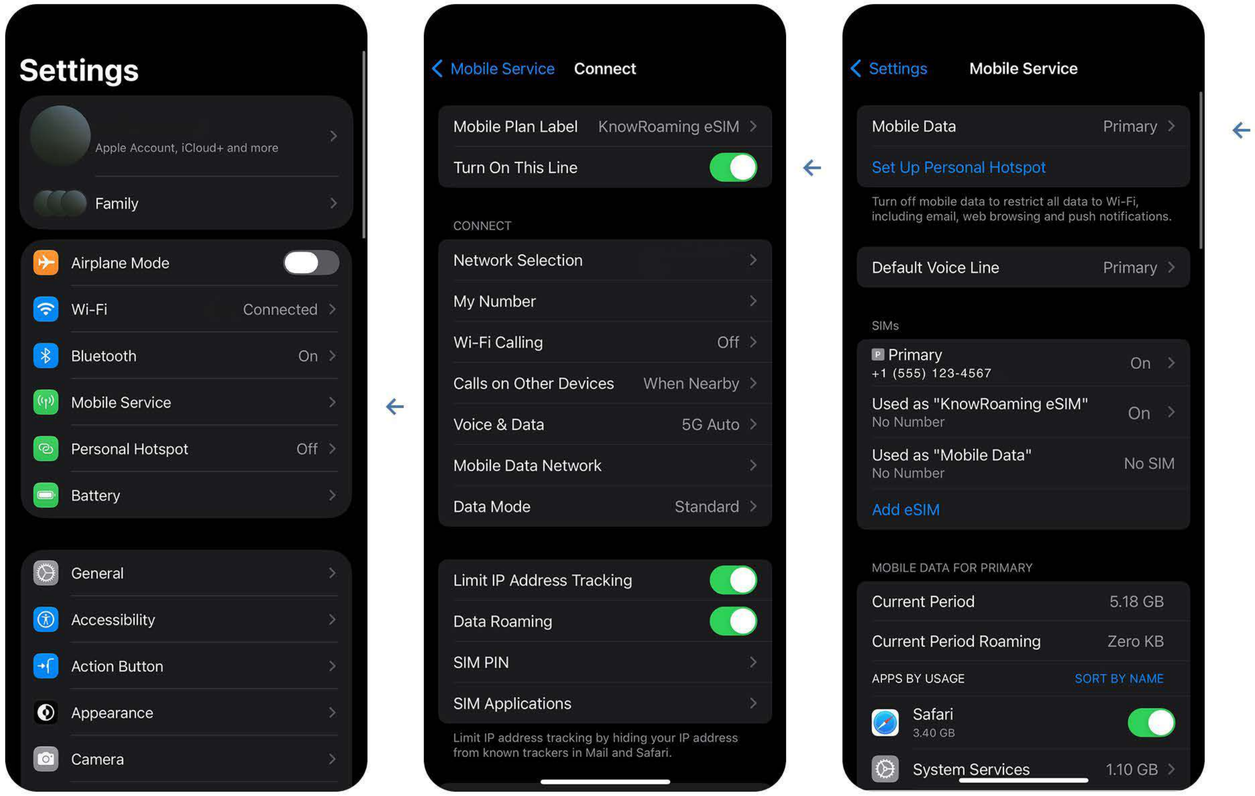
Turn off your eSIM

/ 01 Open Settings > Cellular and scroll to SIMs. **Tap your KnowRoaming eSIM.**

/ 02 **Turn off** Turn On This Line.

/ 03 Go back to Cellular > Cellular Data and **choose your home SIM.**

/ 04 **Keep the eSIM.** Next trip, add a plan to it and turn the line back on. Nothing to delete, nothing to re-add.



If it's not working

Troubleshooting.

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

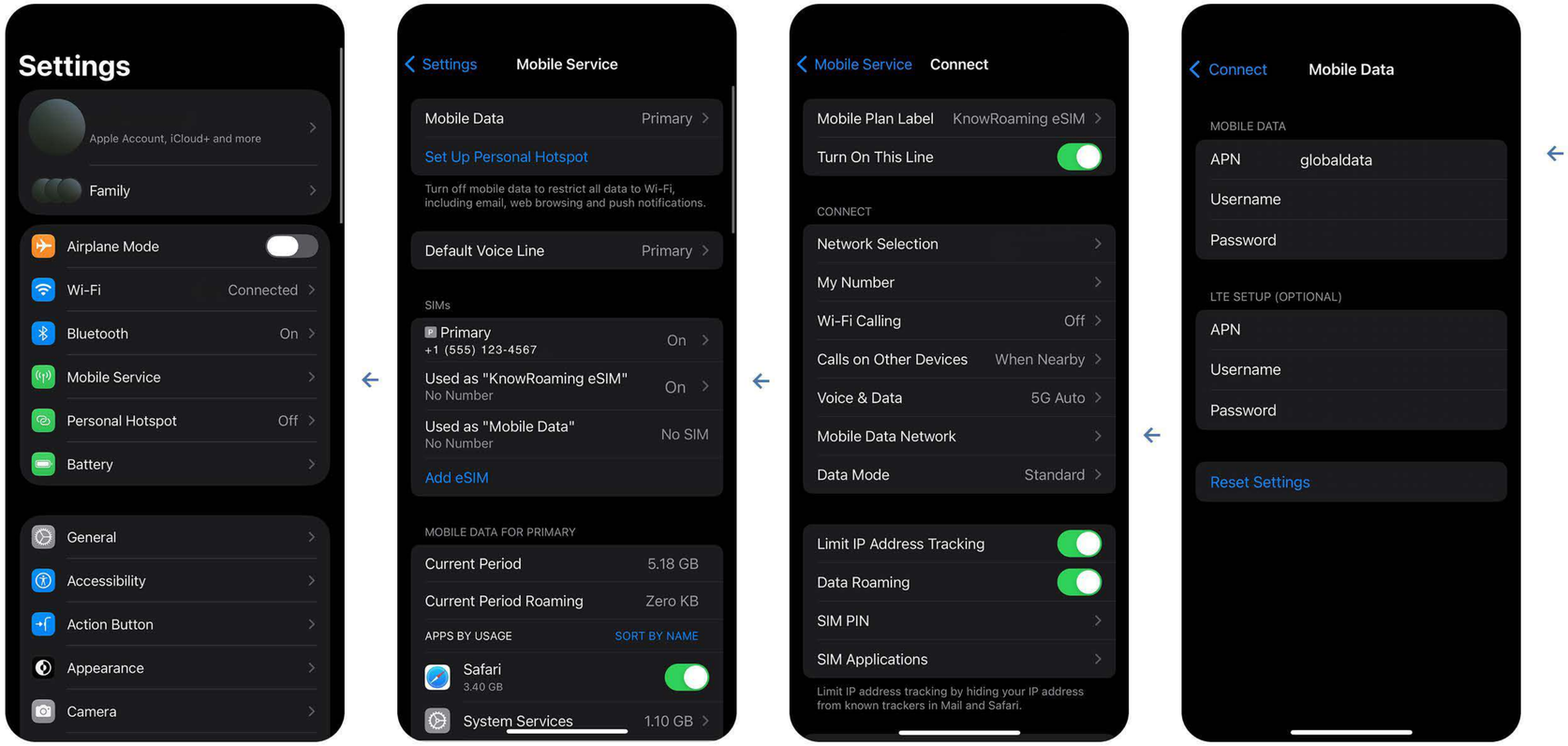
Part 1 | Part 2

/ 01 Open Settings > Mobile service and **tap your KnowRoaming eSIM** under SIMs.

/ 02 Tap **Mobile Data Network.**

/ 03 Under Cellular Data, in the APN field **enter globaldata** [confirm]. All lowercase, one word, no spaces.

/ 04 Leave the other fields blank.



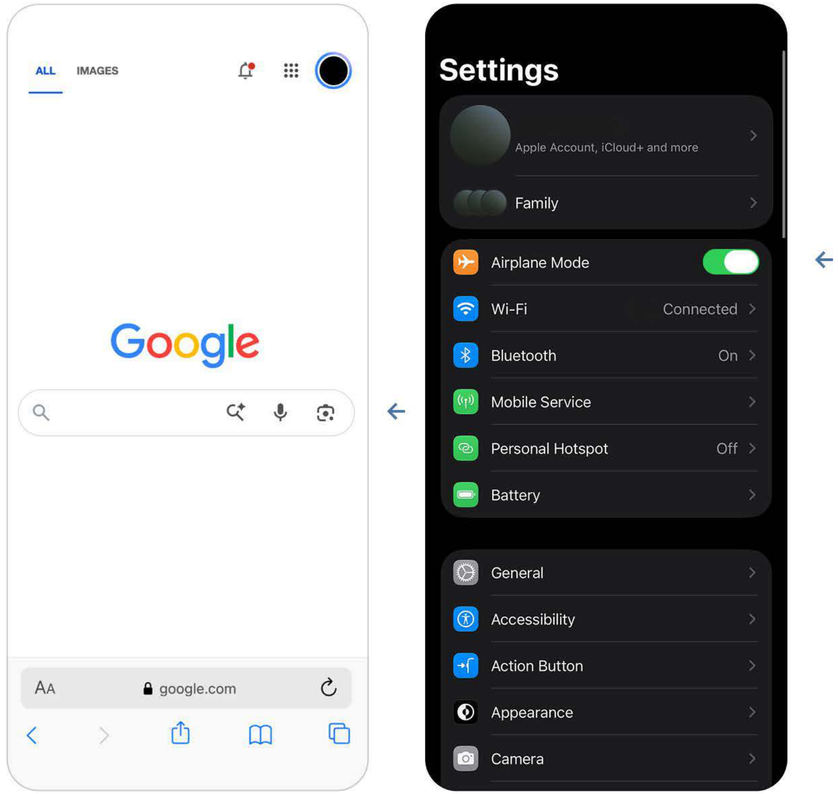
Full signal but no data? **Set your APN.**

Part 1 | Part 2

/ 05 Open a web page to **check you're online.**

/ 06 **Nothing yet?** Turn on Airplane Mode for 30 seconds, turn it off, wait two minutes and try again.

Still not working? Your phone may be carrier-locked. Contact your home carrier to confirm it's unlocked, then try again. Or message us, page 23.



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