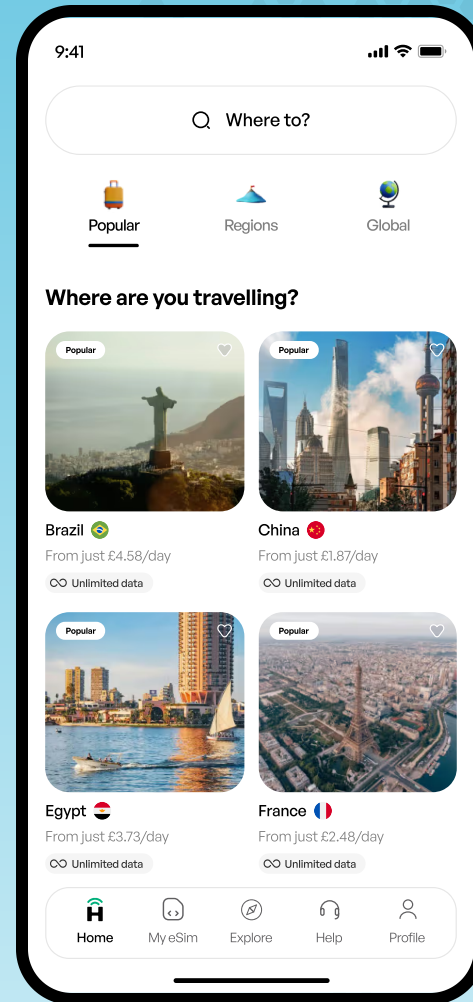




How to activate your HelloRoam eSIM on **Android**

i Install before your trip and **activate** only at your destination.



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Install your eSIM manually by entering the codes we email you or by scanning the QR code from another device. Choose the option that suits you.

You can install your eSIM

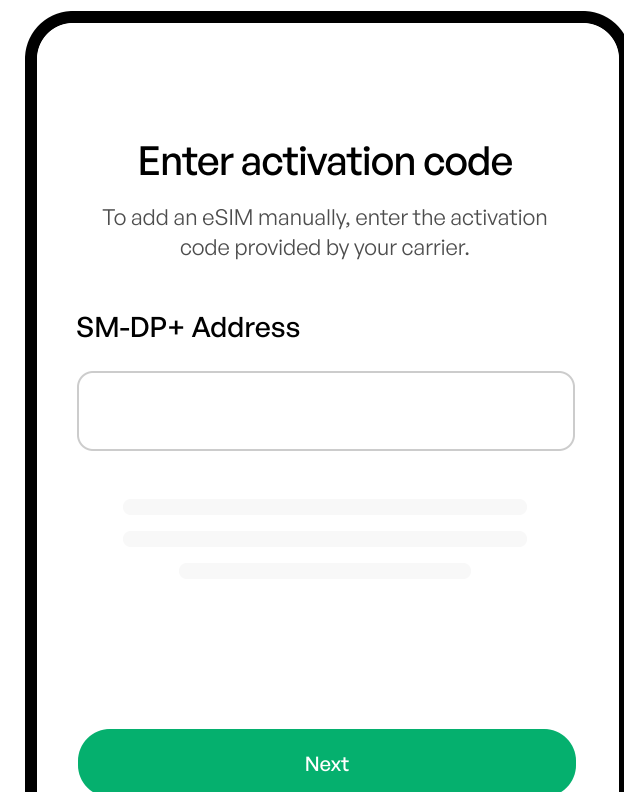
- 01 Manually by copying and pasting the installation codes or
- 02 Scanning the QR code.



Option 1

1.1 Manual installation

Just copy and paste the codes we emailed you. This is ideal if you don't have another device.



Enter activation code

To add an eSIM manually, enter the activation code provided by your carrier.

SM-DP+ Address

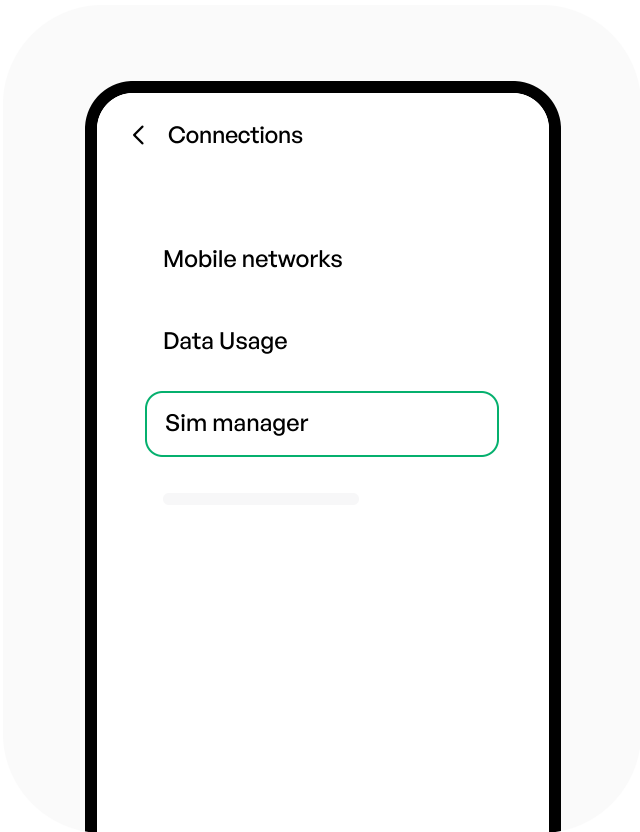
Next



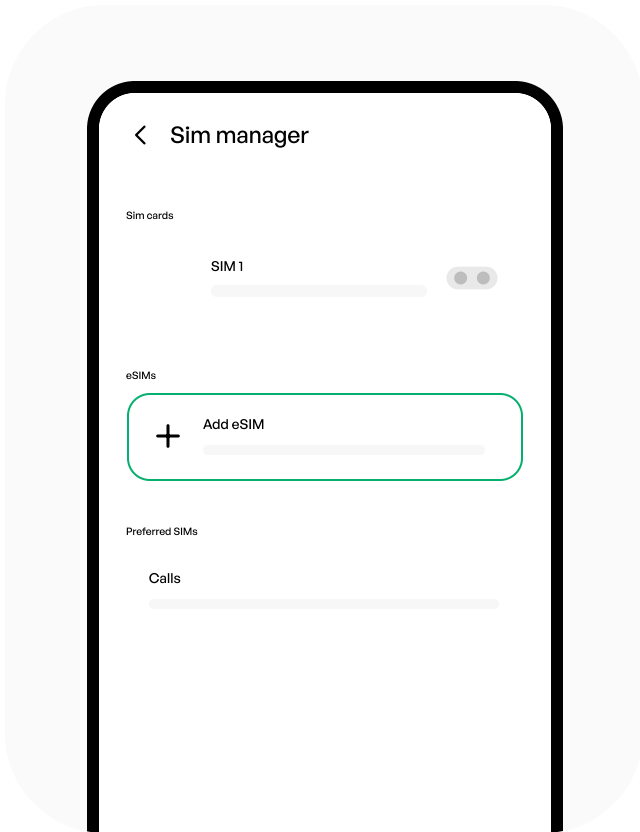
Option 1

1.1. Manual installation

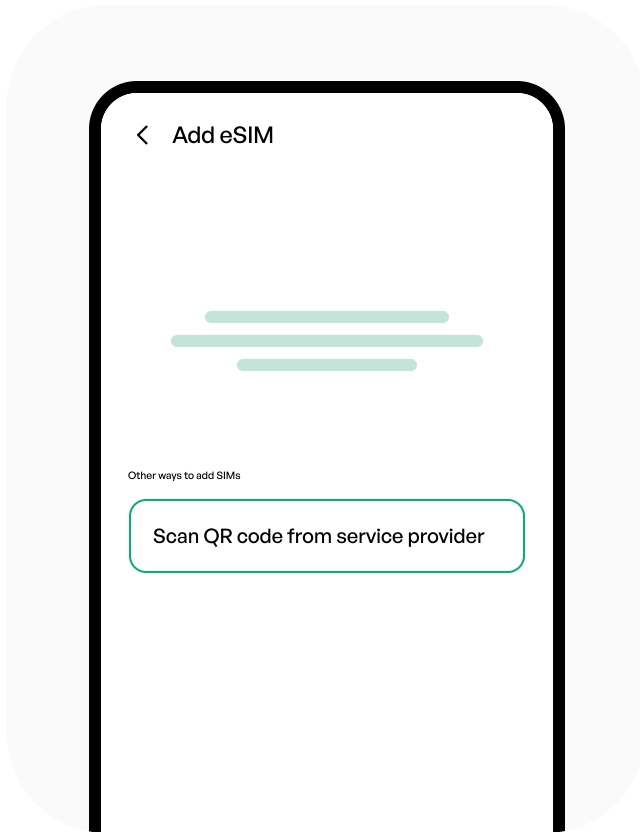
 Go to settings



1. Go to Connections



2. Select Add eSIM

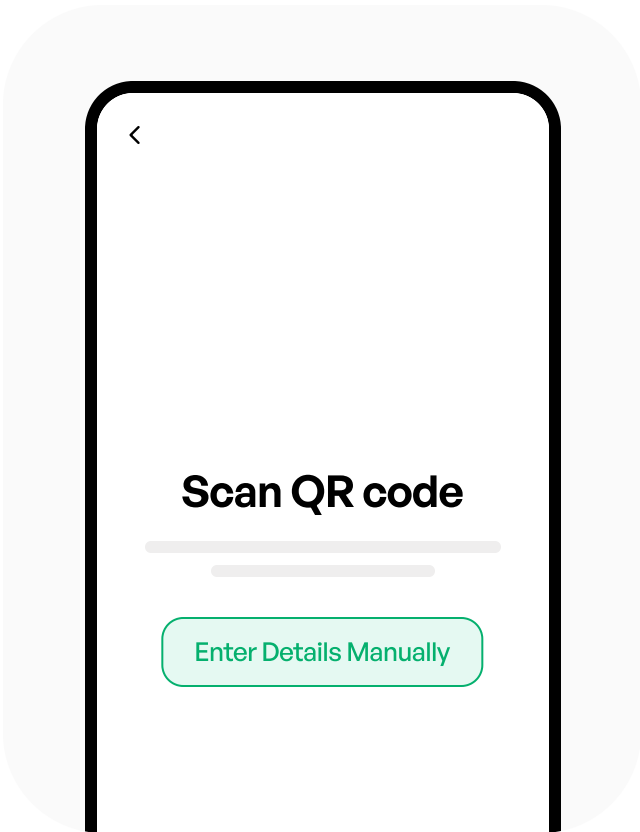


3. Select Use QR Code

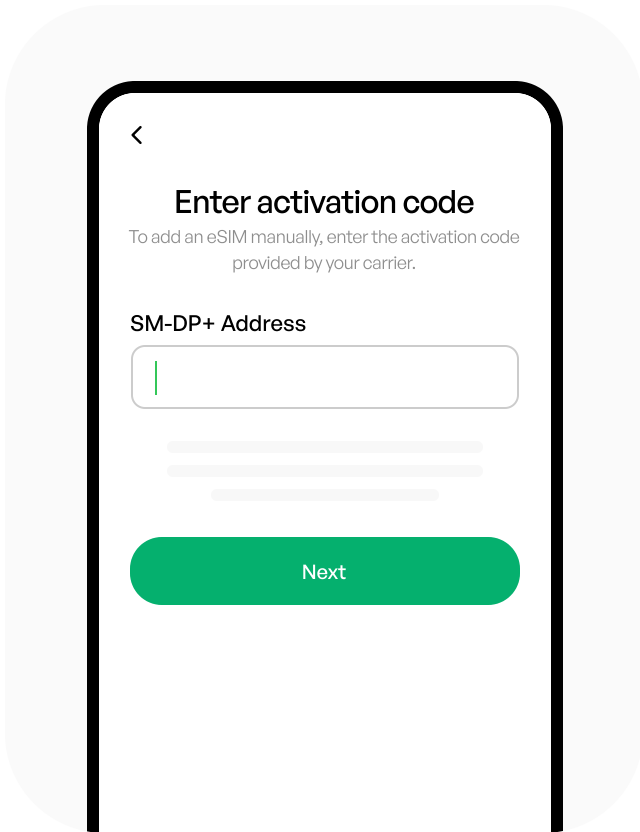


Option 1

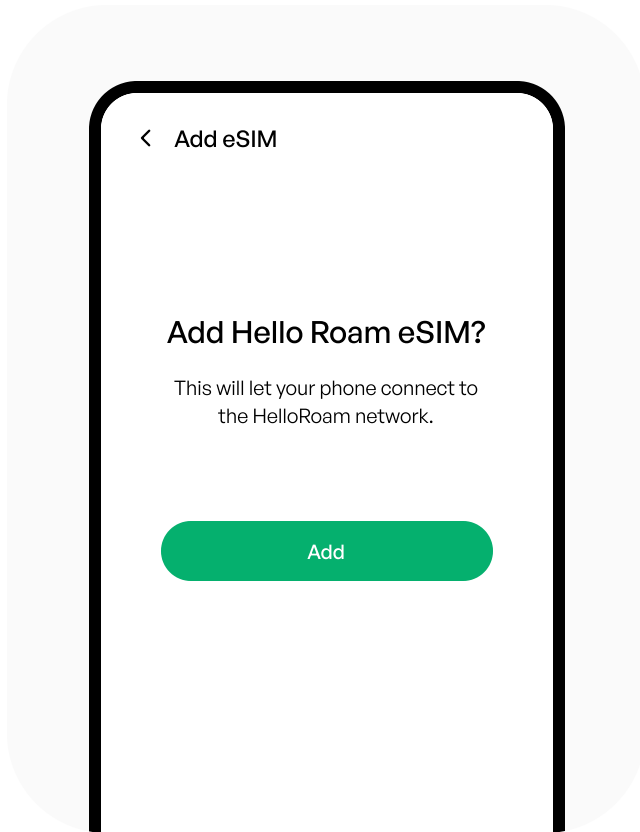
1.1. Manual installation



4. Tap Enter Details Manually



5. Paste the codes we sent to your e-mail, and tap Connect.

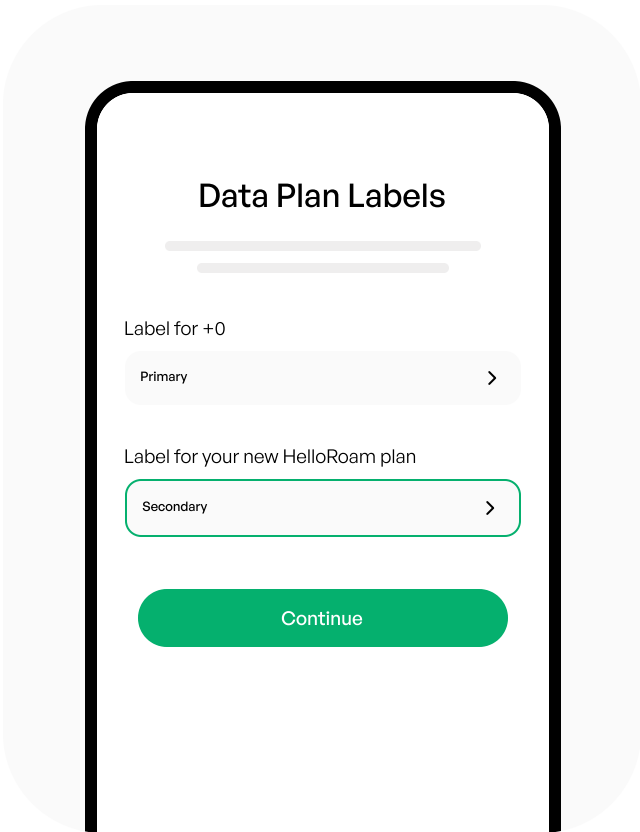


6. Tap Add and wait. The installation is complete, tap Done

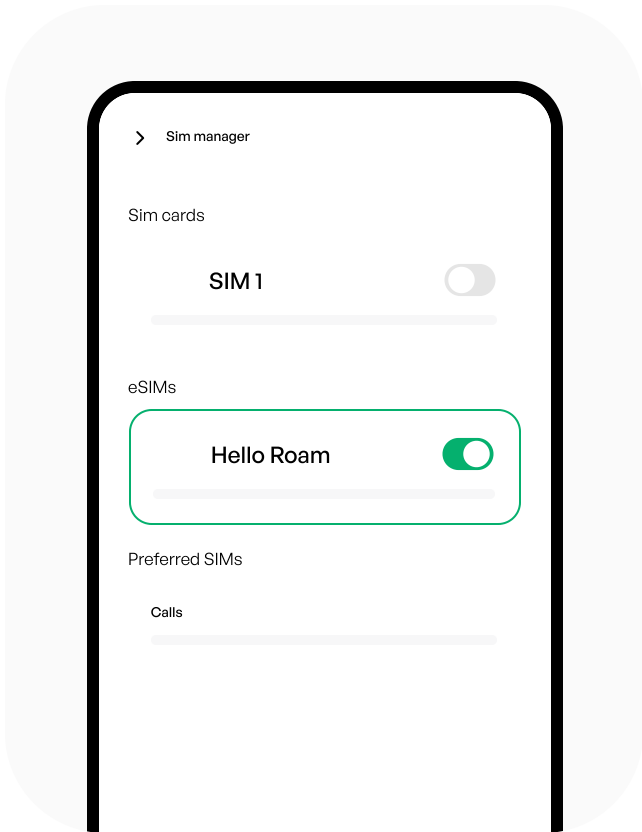


Option 1

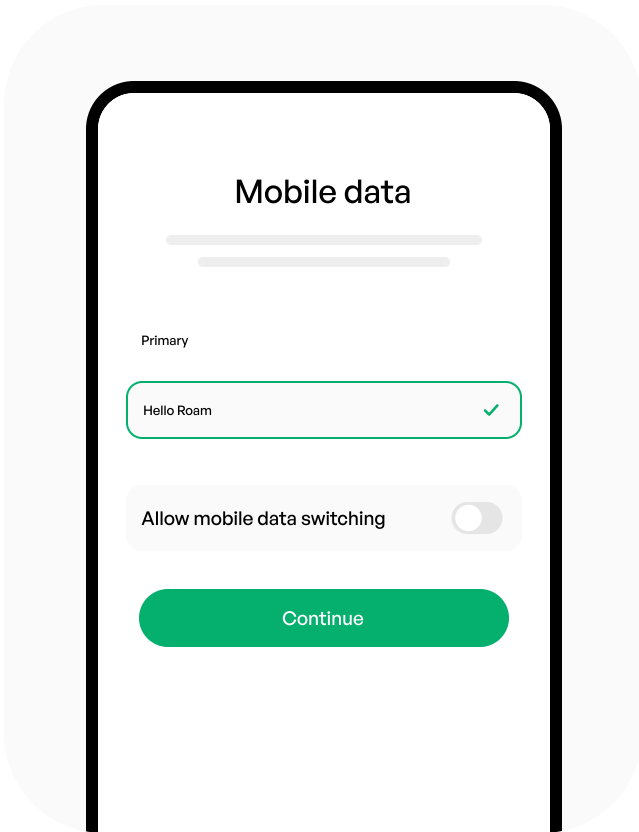
1.1. Manual installation



7. Select your new HelloRoam eSIM and rename it. Then tap Continue.



8. Select Primary as your Default line and tap Continue.



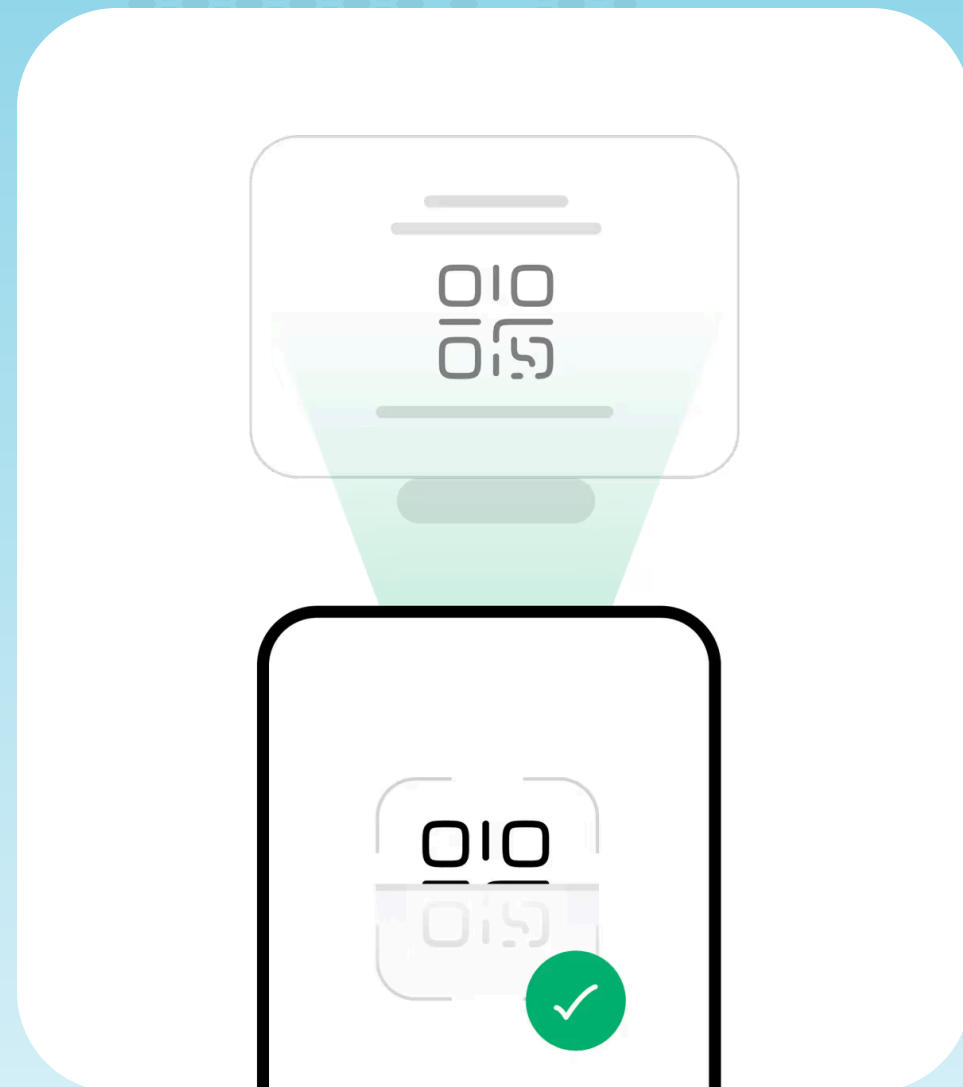
9. Select HelloRoam as your line for Mobile data and tap Continue.



Option 2

1.2. QR installation

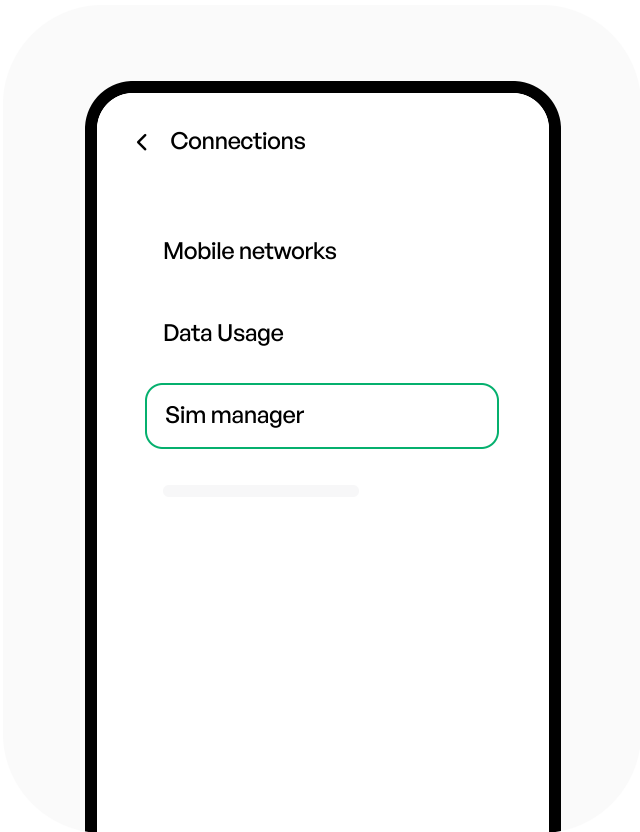
Choose this option if you have the QR code printed or on another device to scan it from your cell phone.



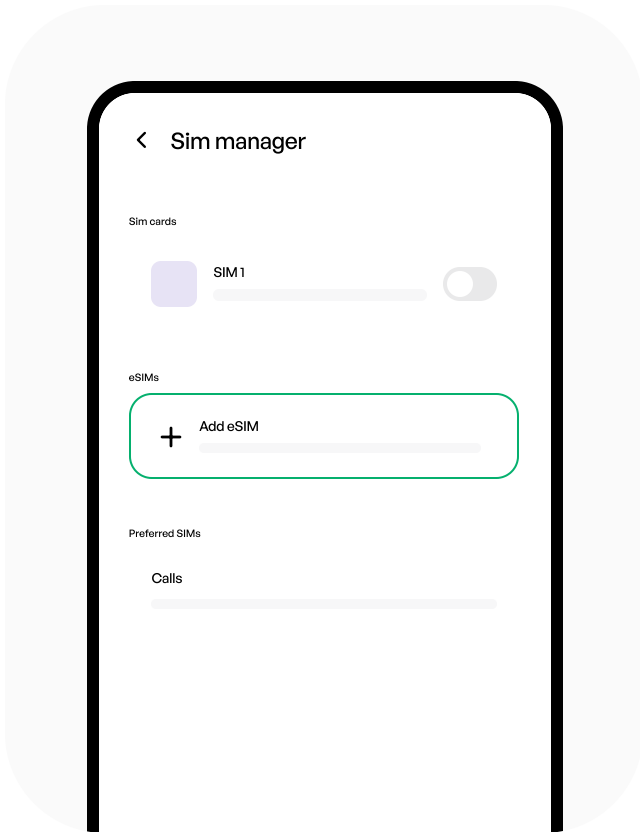
Option 2

1.2. QR installation

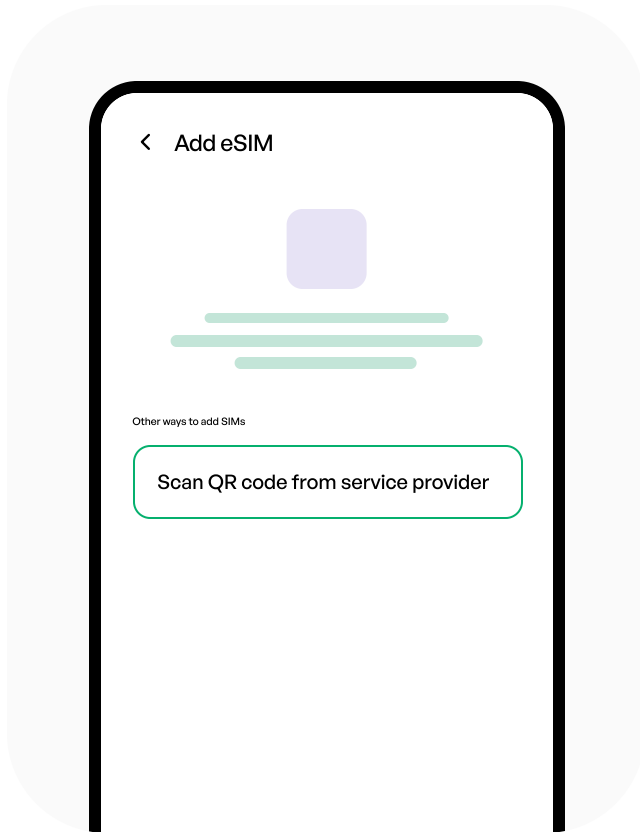
 Go to settings



1. Go to Connections



2. Select Add eSIM

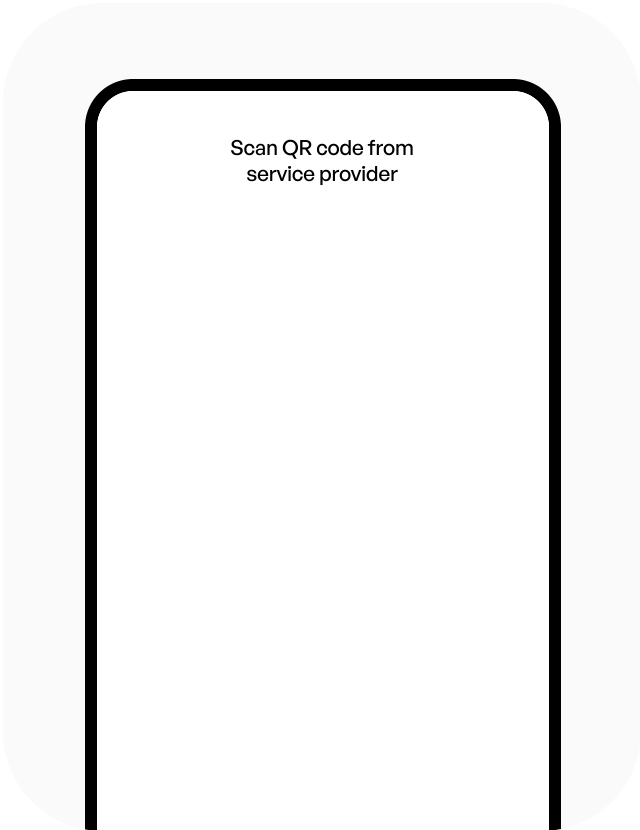


3. Select Use QR Code

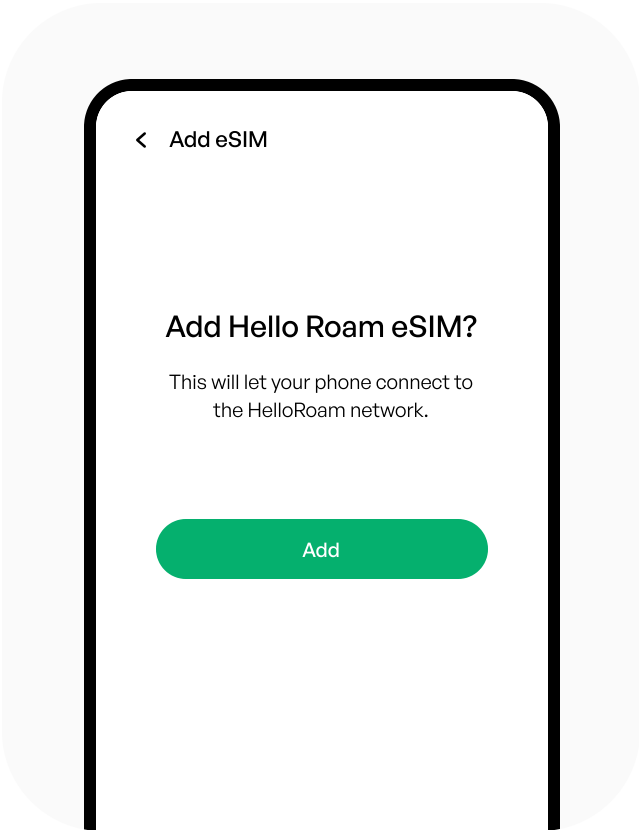


Option 2

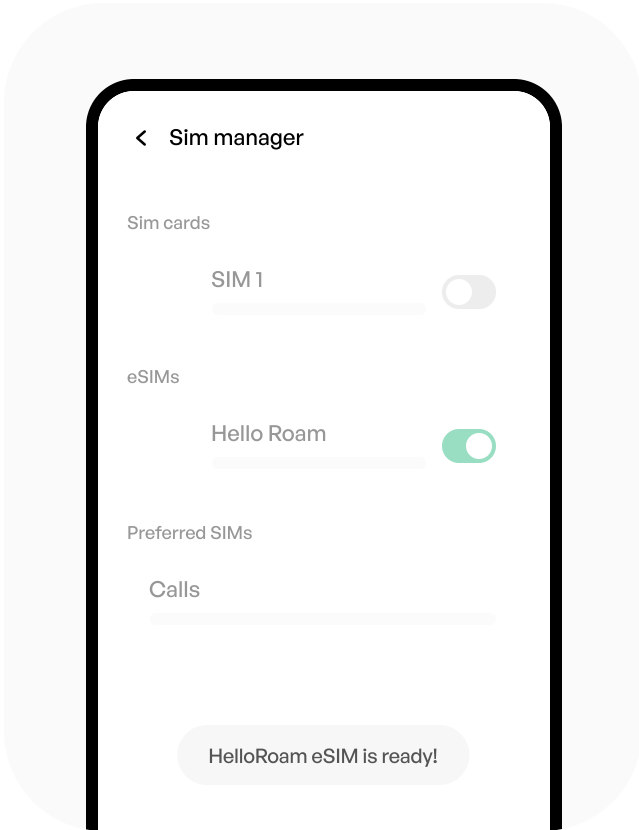
1.2. QR installation



4. Scan the QR code from your service provider

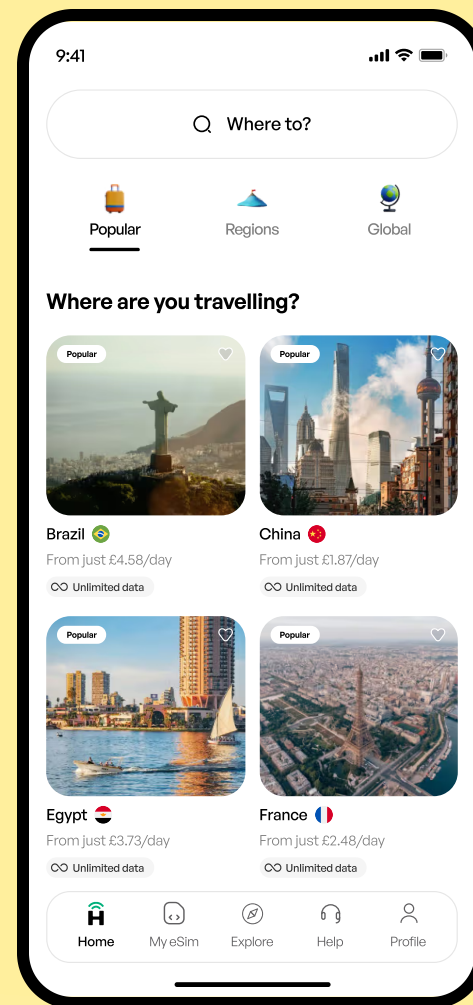


5. Tap Add and wait. The installation is complete, tap Done.



6. Your HelloRoam installation is complete, tap Done.





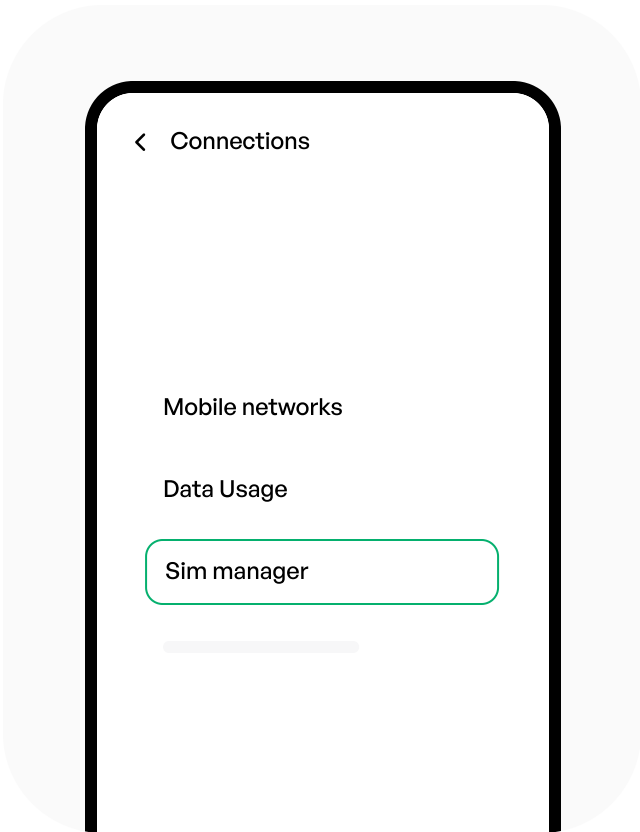
2 Activation

Activate only at your destination.

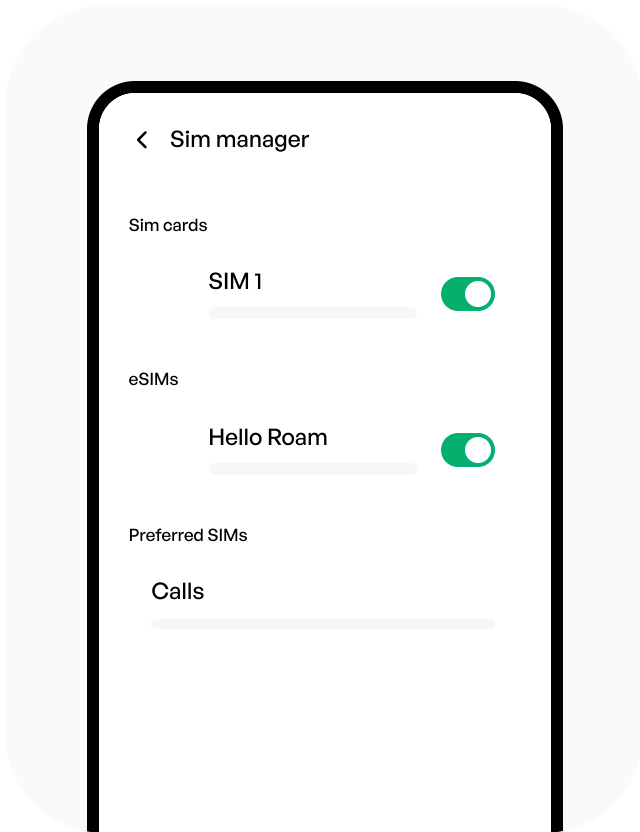


Option 1

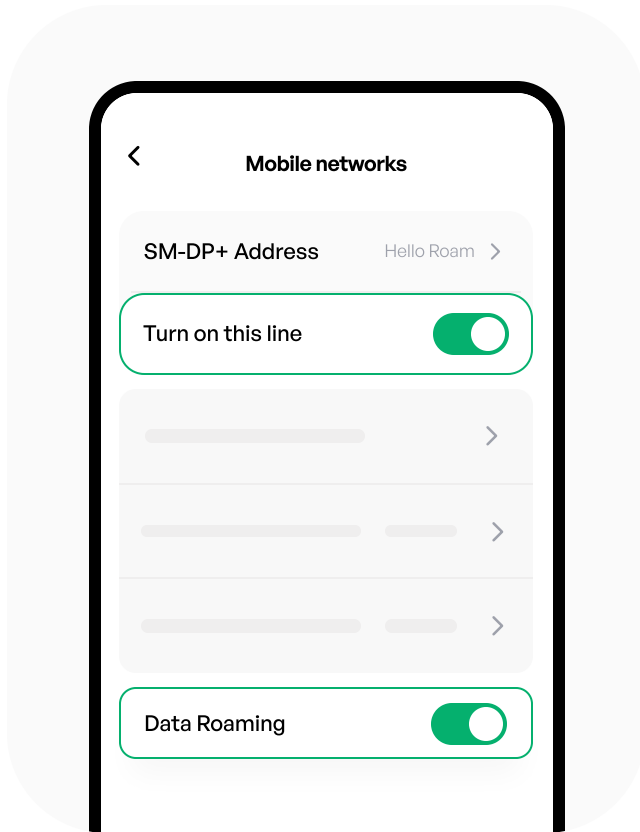
2. Activation



1. Go to Connections



2. Select your HelloRoam eSIM



3. Go to mobile networks and turn on Data Roaming



3 Confirm your connection

01

One way is to verify that the signal icon on the top bar of your phone has at least one bar.

02

Also, you can go to **Settings** → **Connections** → **Mobile networks** and select your **HelloRoam eSIM** to verify that the **Data Roaming** toggle is on.



4 Any help needed?

Find answers to the most frequently asked questions. Also you can write to our 24/7 Customer Service line: support@helloroam.com



Can I install the eSIM without an internet connection?

To install the eSIM it is necessary that you have an Internet connection through a Wi-Fi network or cellular data that allows you to carry out the necessary configuration on your cell phone. For this reason, we recommend that you install it before you arrive at your destination.

Can I activate the eSIM without an internet connection?

To activate the eSIM, you do not need to have an Internet connection, since activating data roaming from your cell phone settings will activate the plan. We recommend that you activate as soon as you arrive at your destination so as not to consume your data plan ahead of time.

Why do I need internet to use the app?



Goodbye, roaming

