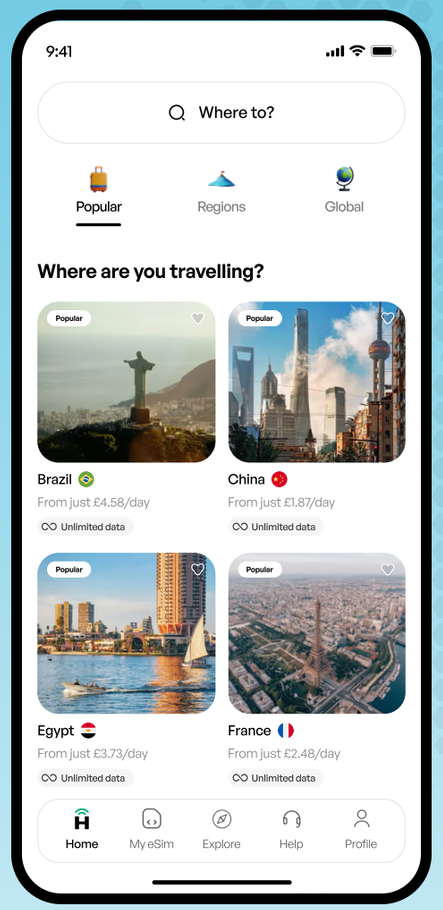
HelloRoam



How to activate your HelloRoam eSIM on Android

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

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HelloRoam

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.

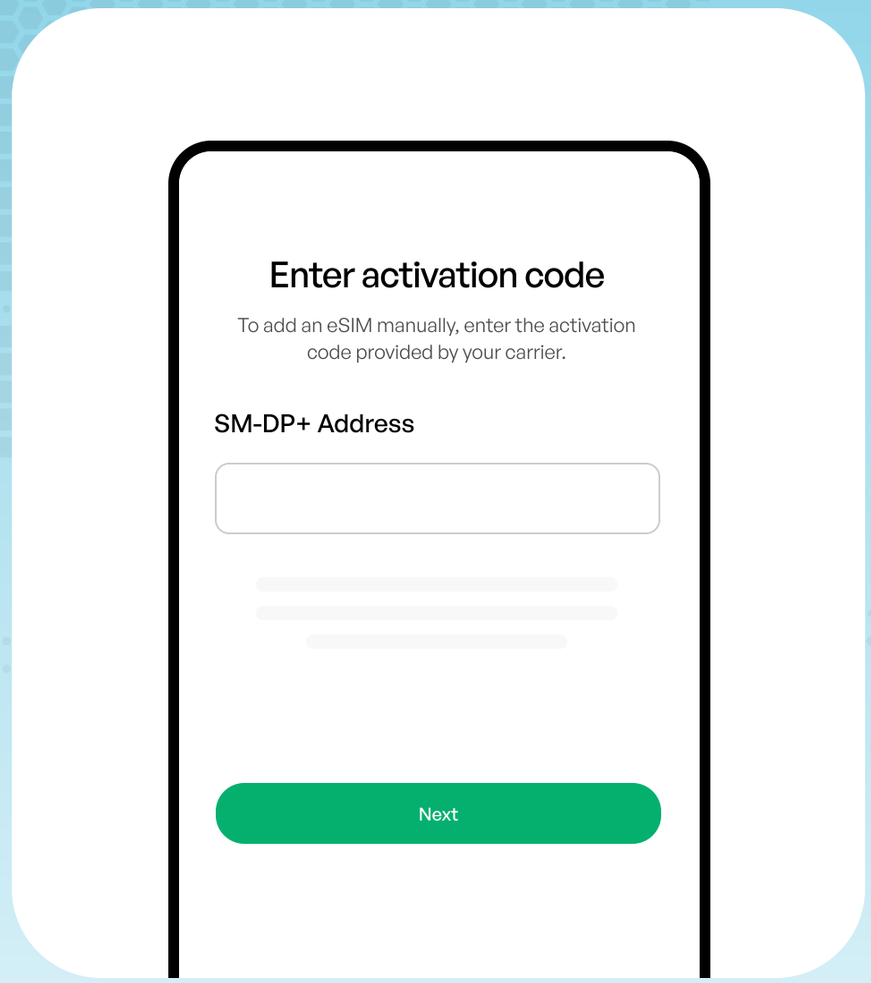
Both were included in the same email. To scan the QR code, have it printed or on

HelloRoam

Option 1

1.1 Manual installation

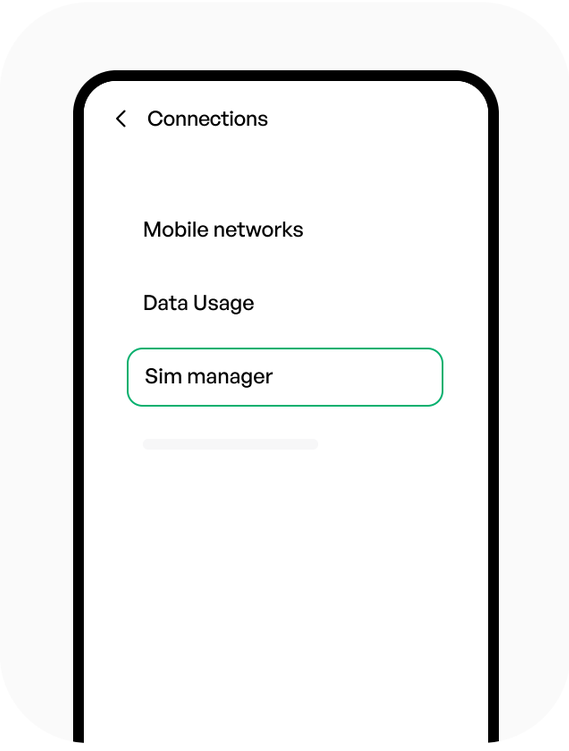
Just copy and paste the codes we emailed you. This is ideal if you don't have another device.



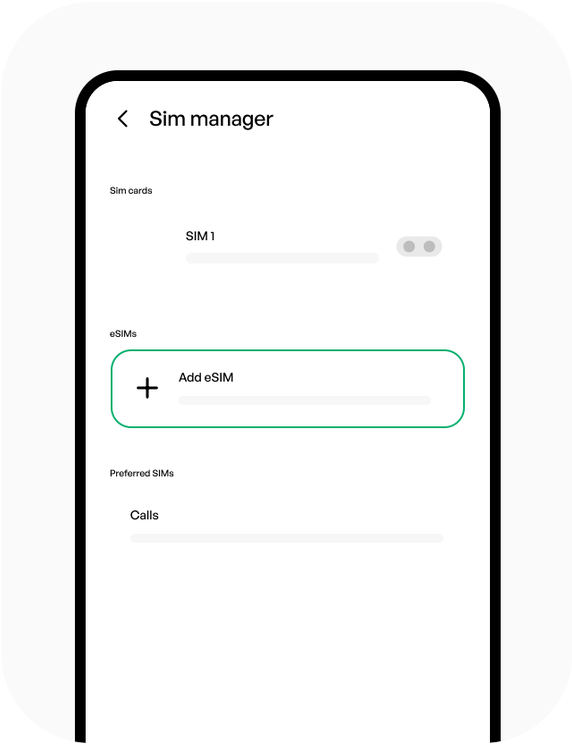
Option 1

1.1. Manual installation

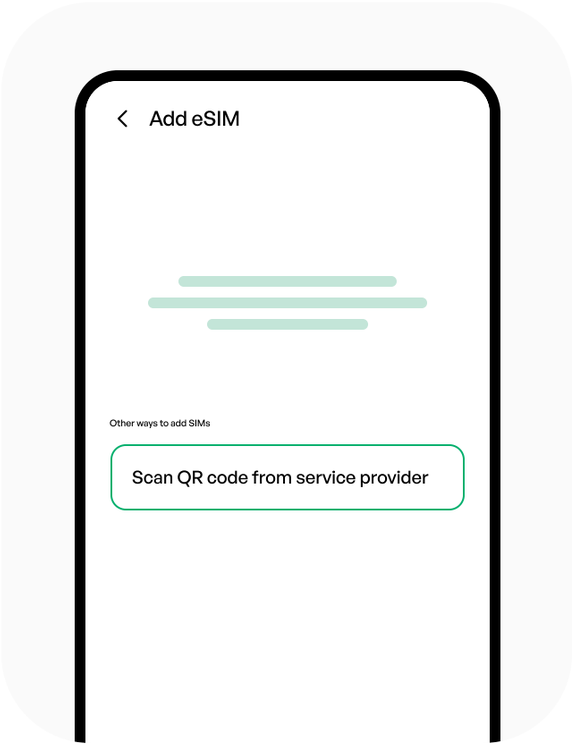
Go to settings



1. Go to **Connections**



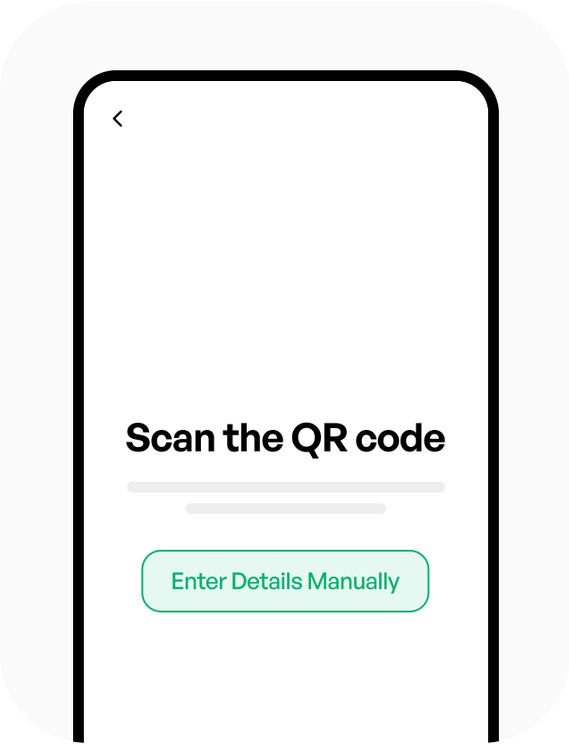
2. Select **Add eSIM**



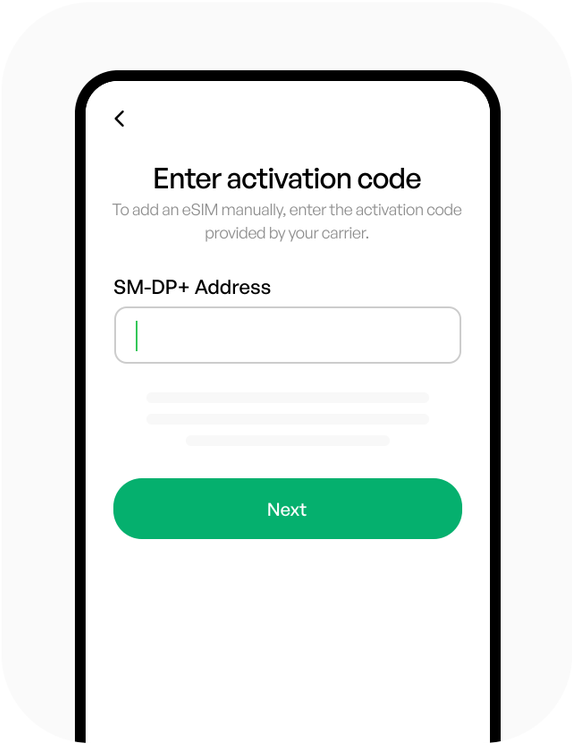
3. Select **Use QR Code**

Option 1

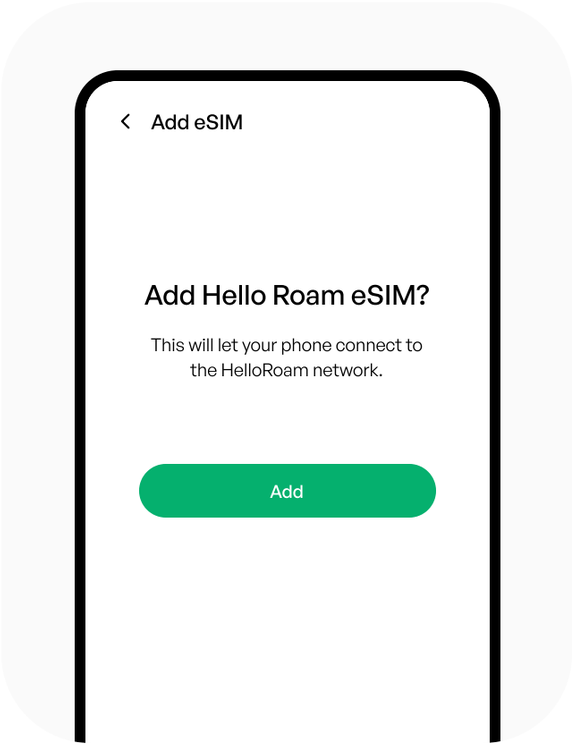
1.1. Manual installation



4. Tap **Enter Details Manually**



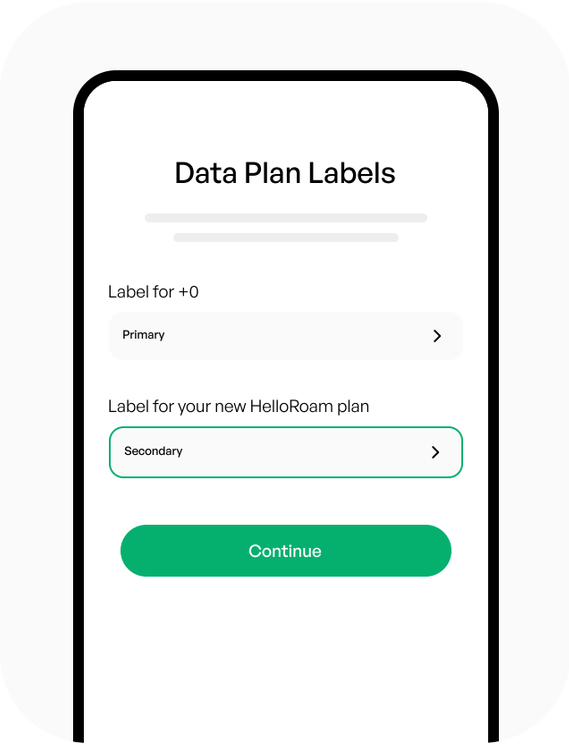
5. **Paste the codes** we sent to your e-mail, and **tap Connect.**



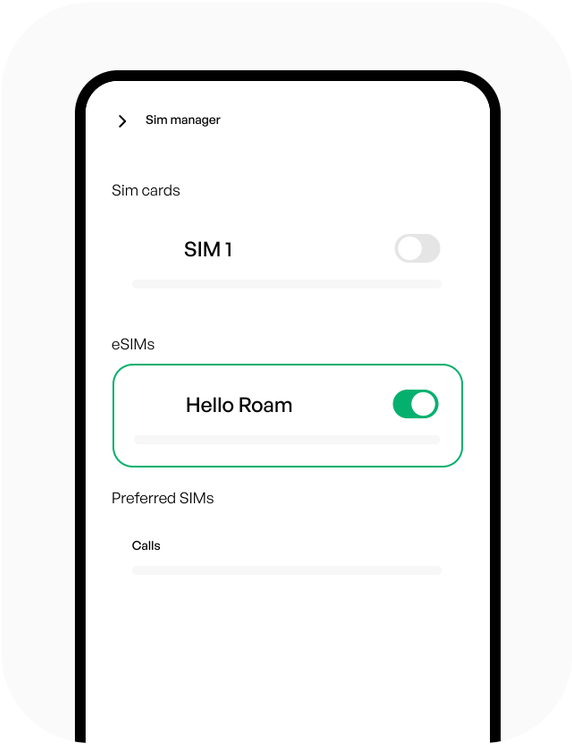
6. **Tap Add** and wait. The installation is complete, tap **Done**

Option 1

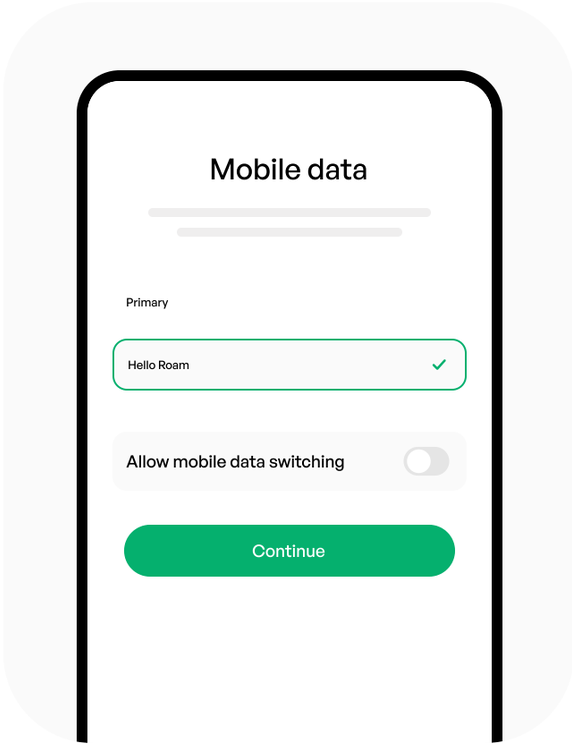
1.1. Manual installation



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

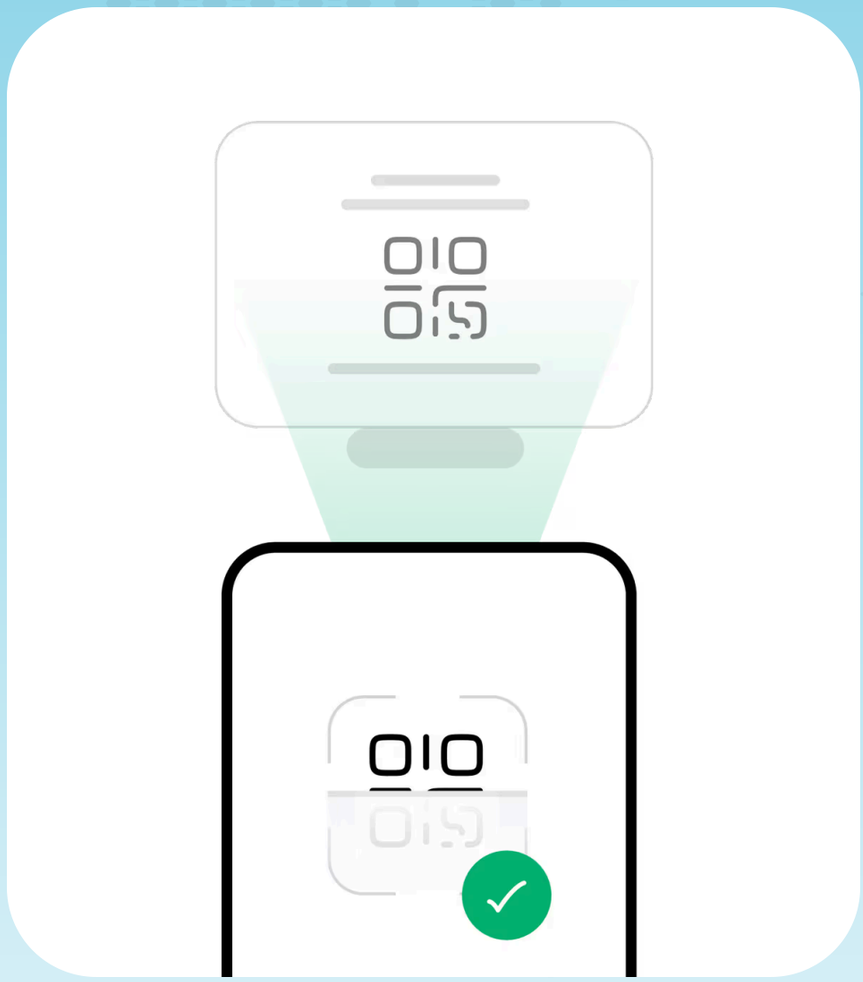


8. Select **Primary as your Default line** and tap **Continue.**



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

HelloRoam



Option 2

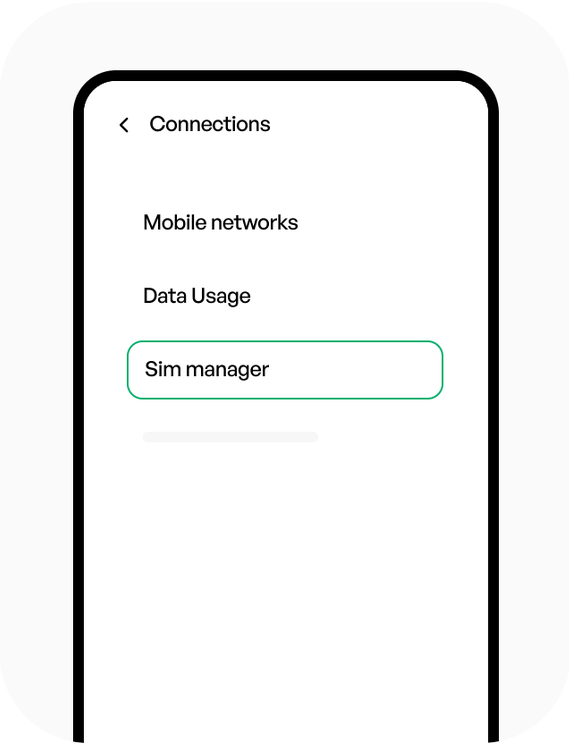
1.2. QR installation

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

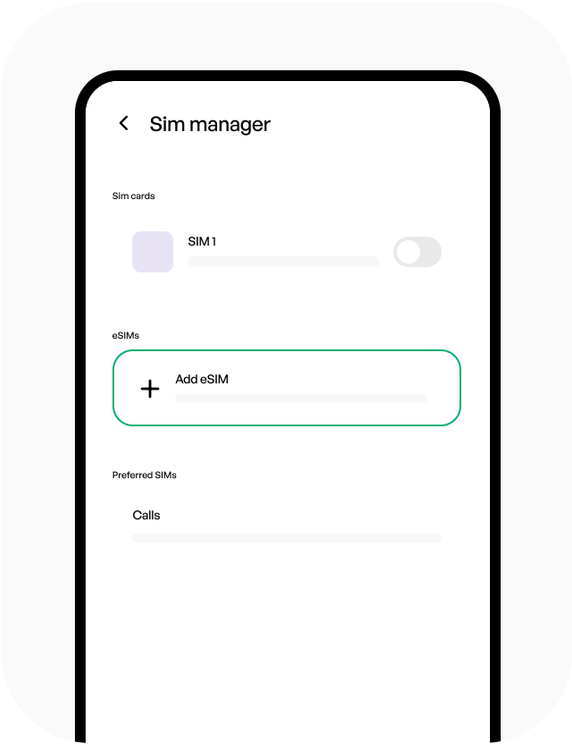
Option 2

1.2. QR installation

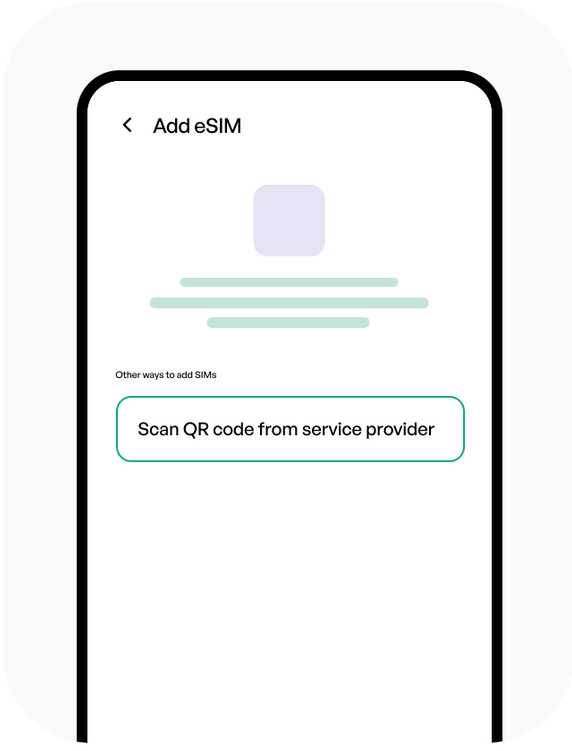
Go to settings



1. Go to **Connections**



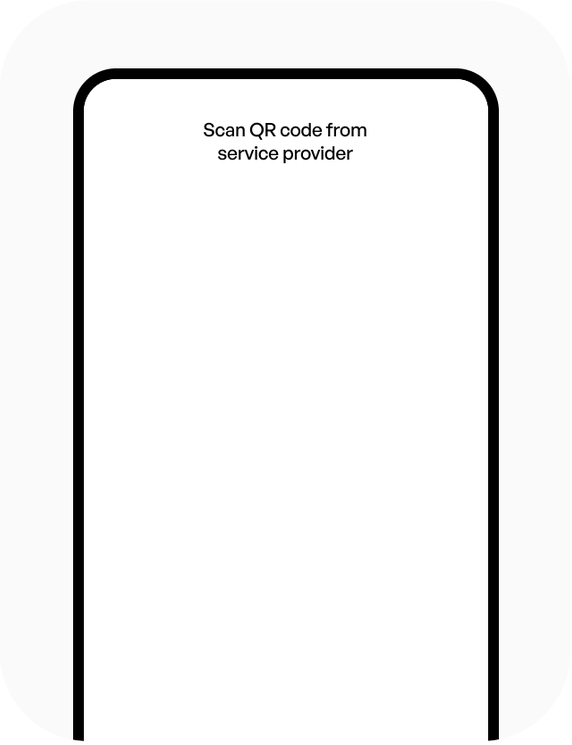
2. Select **Add eSIM**



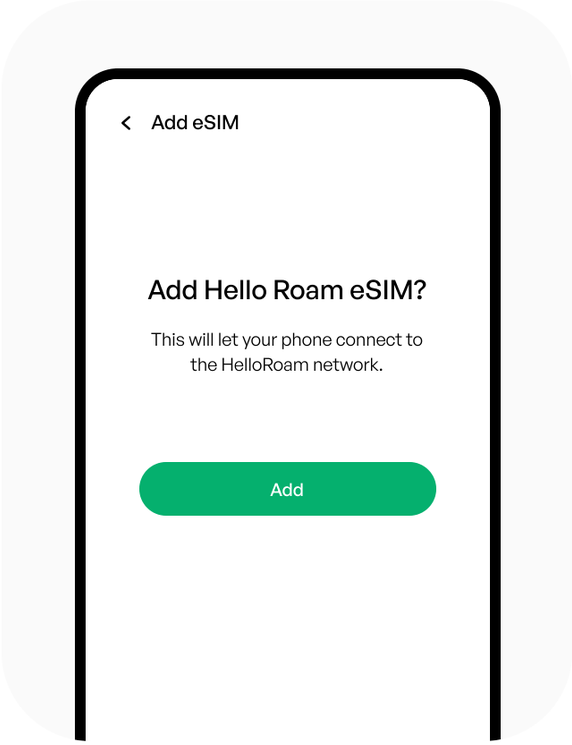
3. Select **Use QR Code**

Option 2

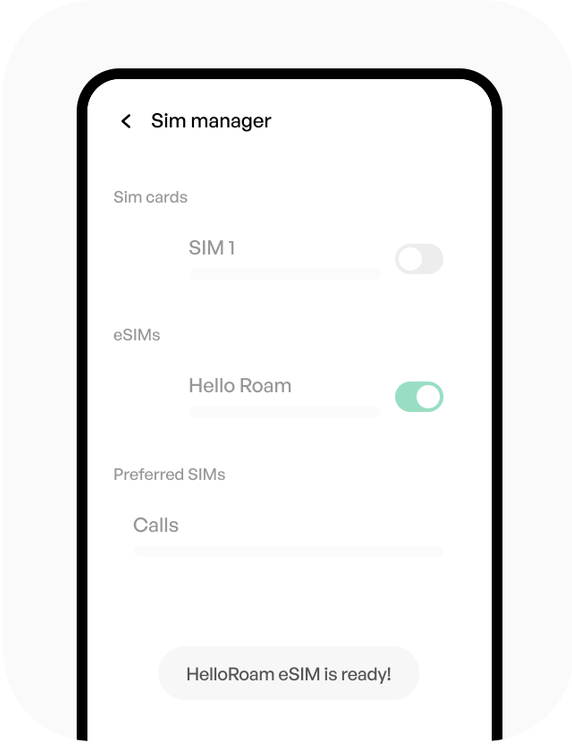
1.2. QR installation



4. Scan the QR code from your service provider

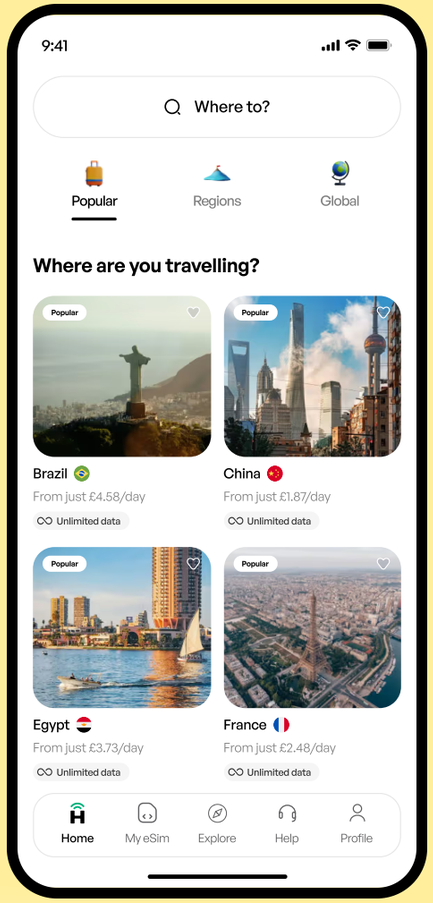


5. Tap Add and wait. The installation is complete, tap Done.



6. Your HelloRoam installation is complete, tap Done.

HelloRoam

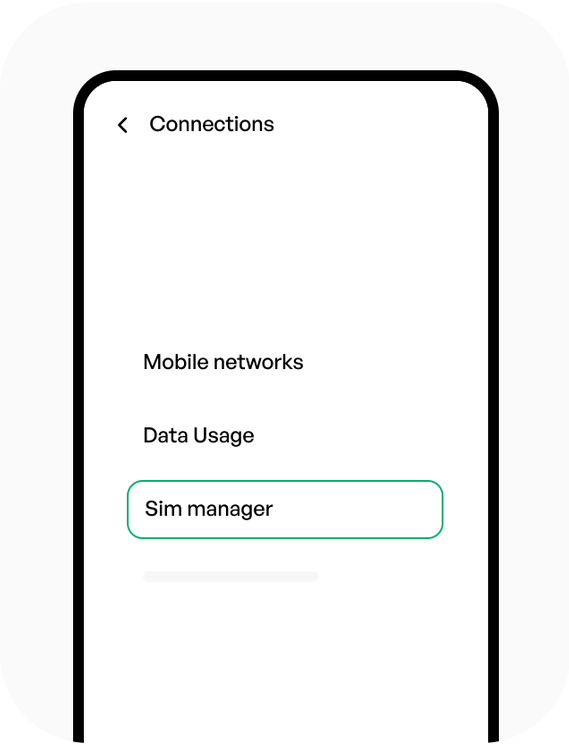


2 Activation

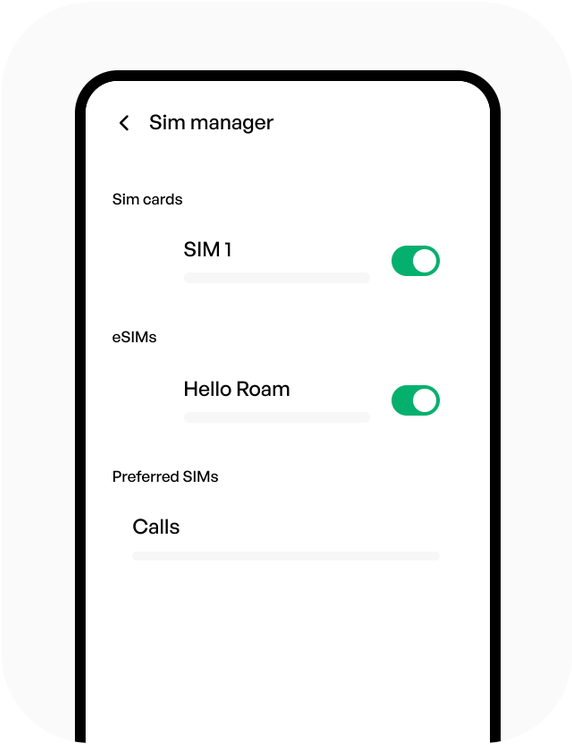
Activate only at your destination.

Option 1

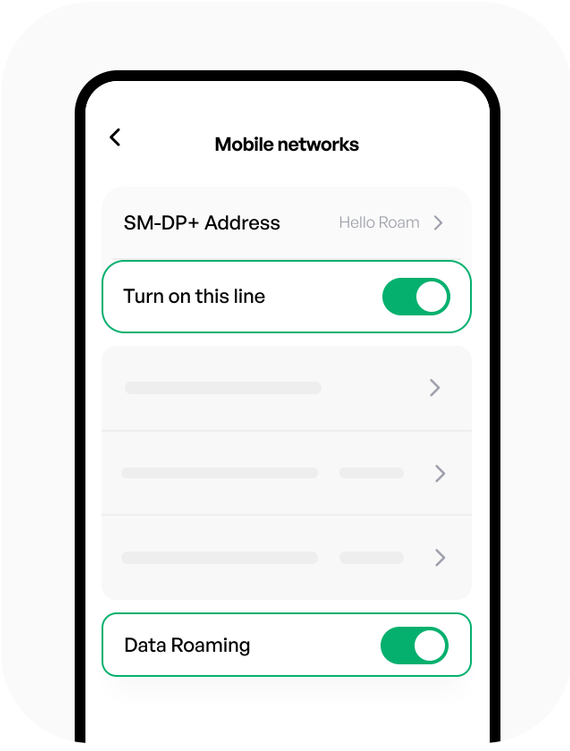
2. Activation



1. Go to **Connections**



2. Select your **HelloRoam eSIM Canada**



3. Go to mobile networks and turn on **Data Roaming**

HelloRoam

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 Canada** 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