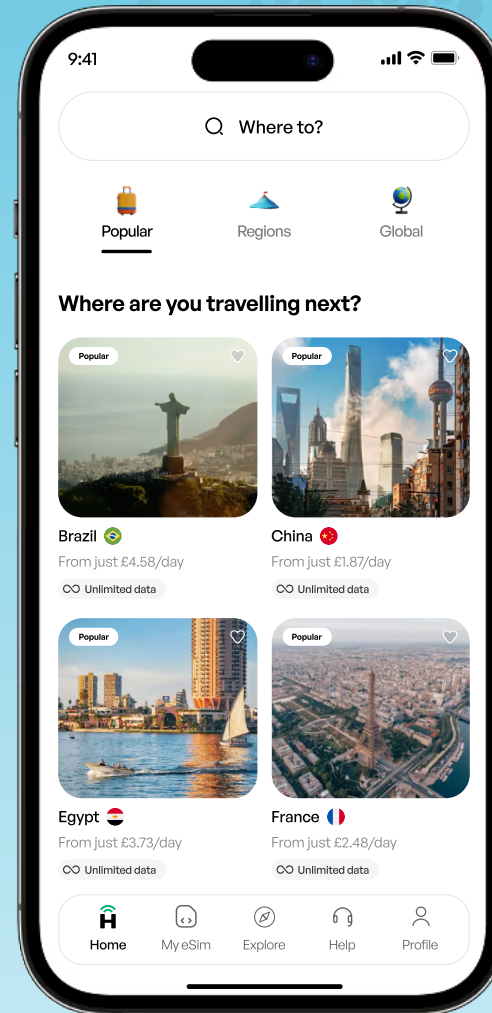




How to activate your HelloRoam eSIM on iPhone

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



1. Installation	3	→
1.1. Manual installation	4	→
1.2. QR code installation	8	→
2. Activation	12	→
3. Verify your connection	15	→
4. Help	16	→



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

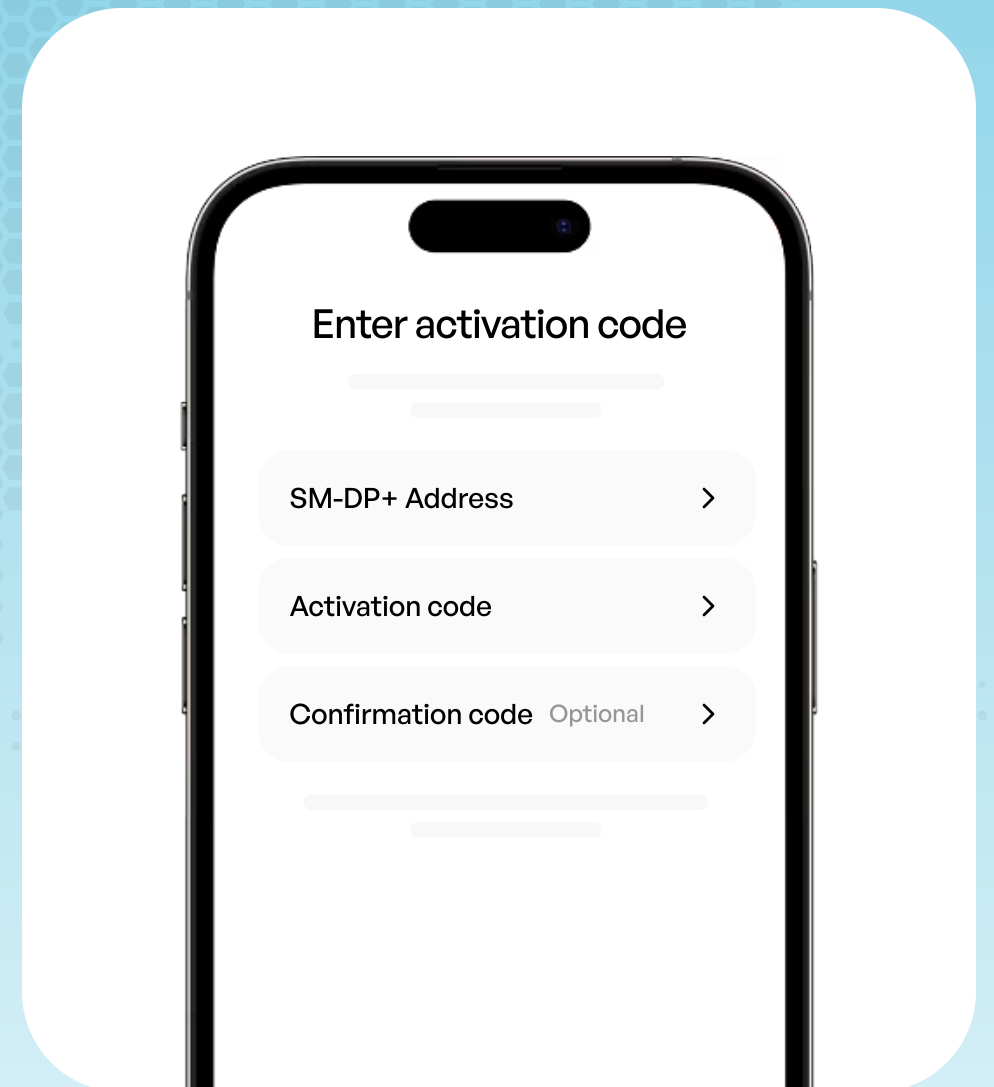
02 Scanning the QR code.



Option 1

1.1 Manual installation

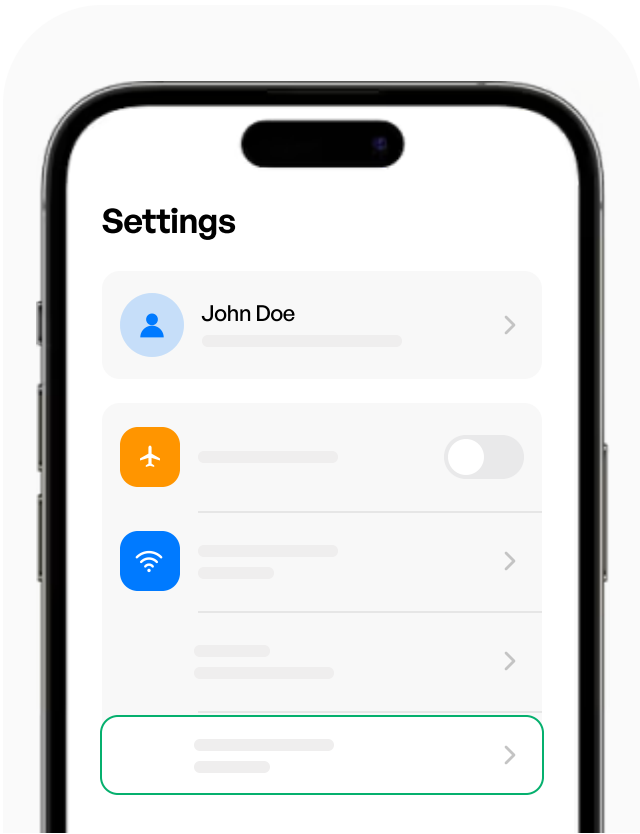
Just copy and paste the codes we emailed you. This is ideal if you don't have another device.



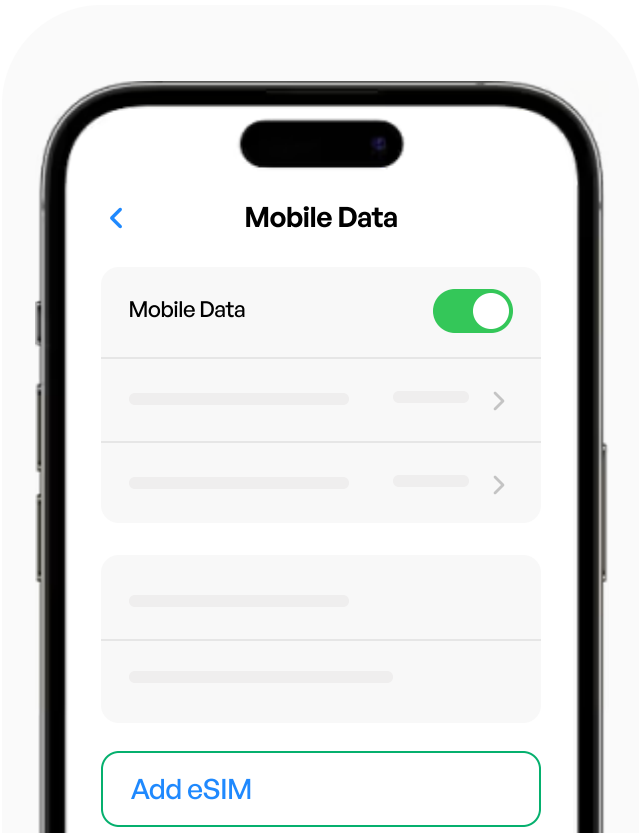
Option 1

1.1. Manual installation

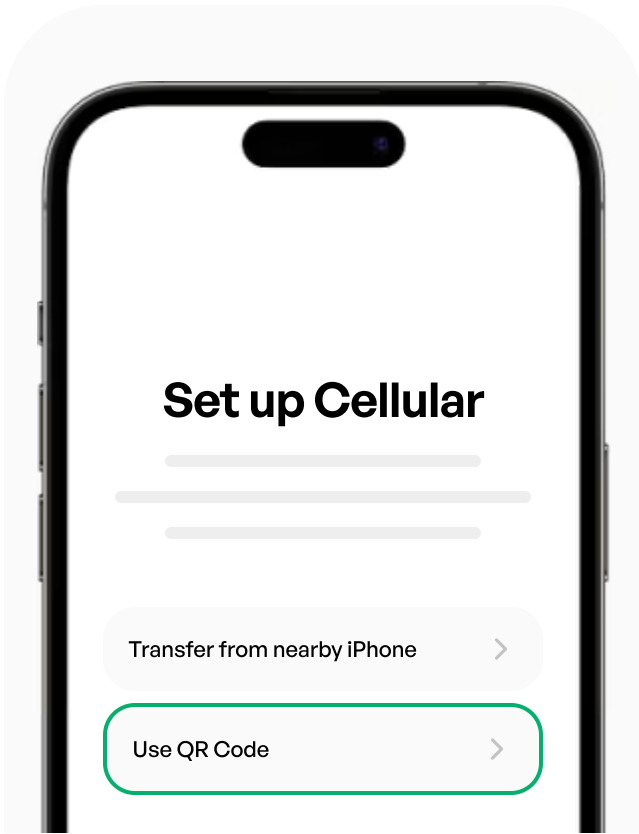
⚙️ Go to settings



1. Go to Mobile Data



2. Tap on Add eSIM

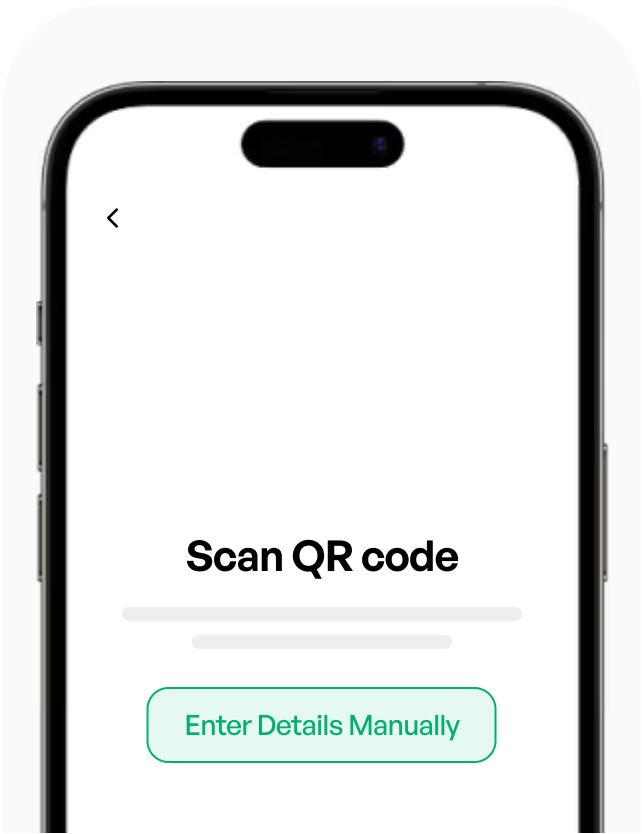


3. Select Use QR Code

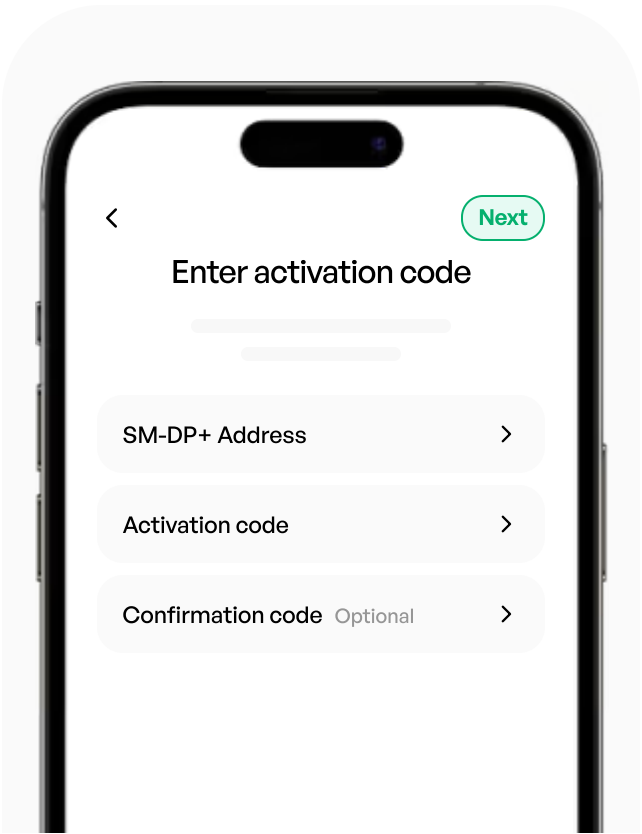


Option 1

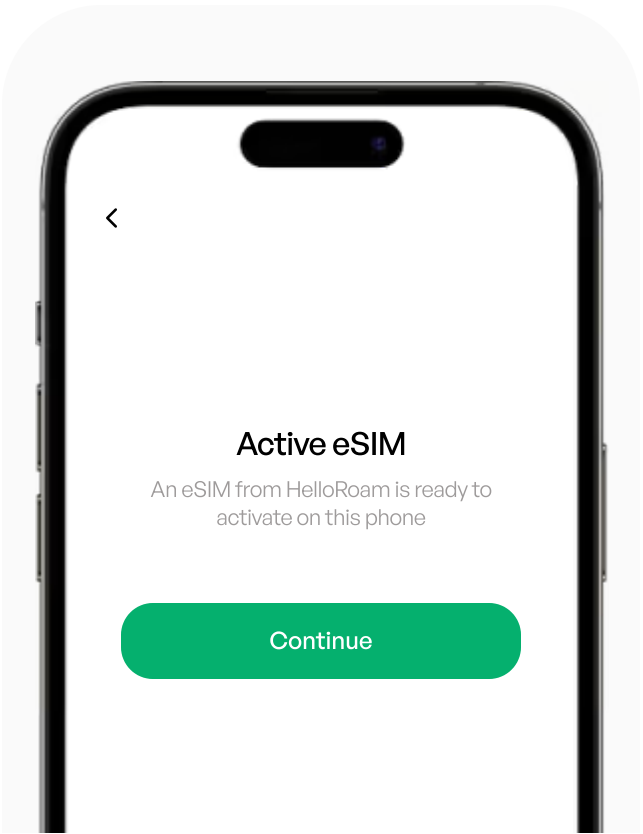
1.1. Manual installation



4. Tap Enter Details Manually



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

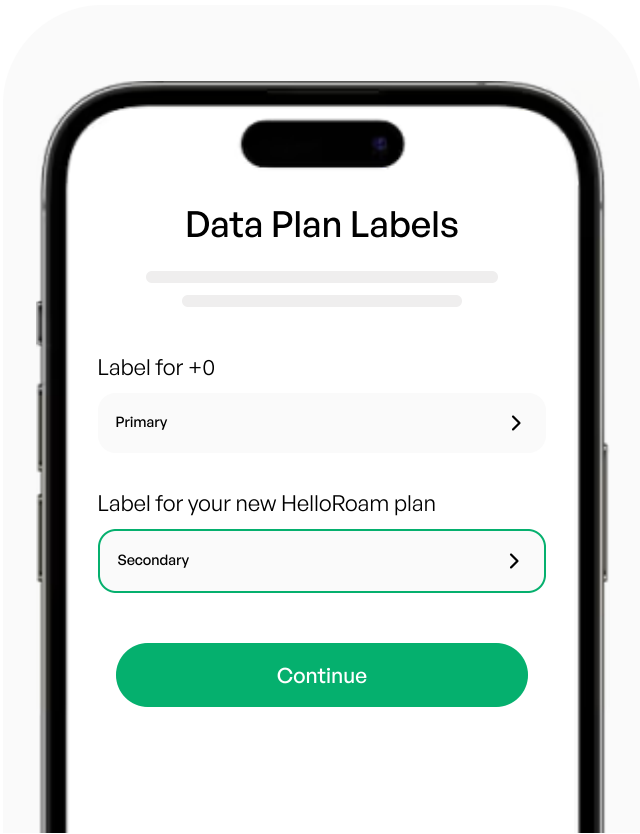


6. Tap Continue and wait. The installation is complete, tap Done

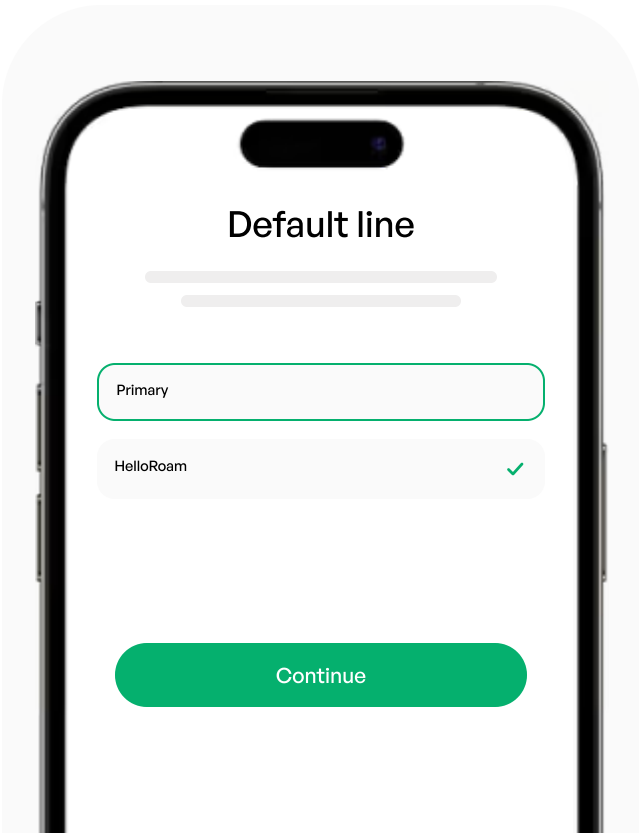


Option 1

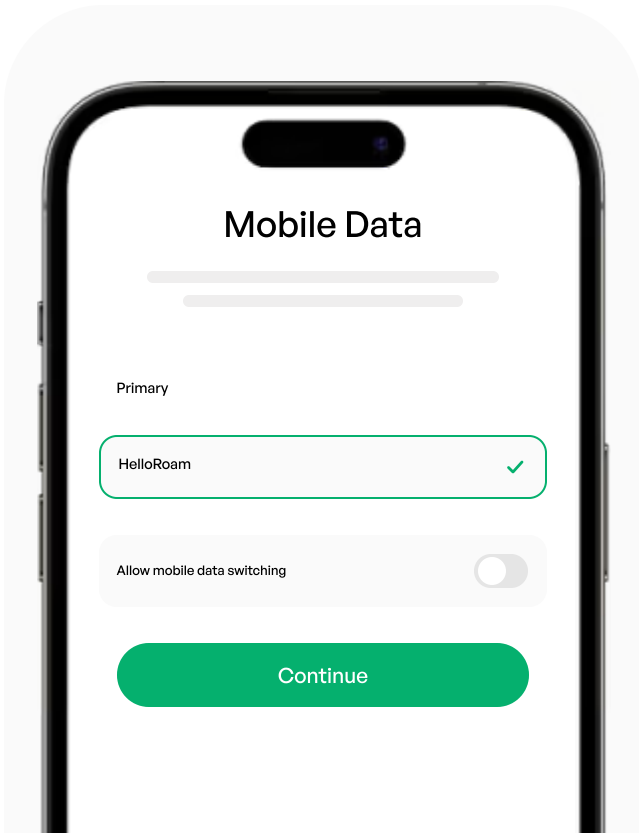
1.1. Manual installation



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



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



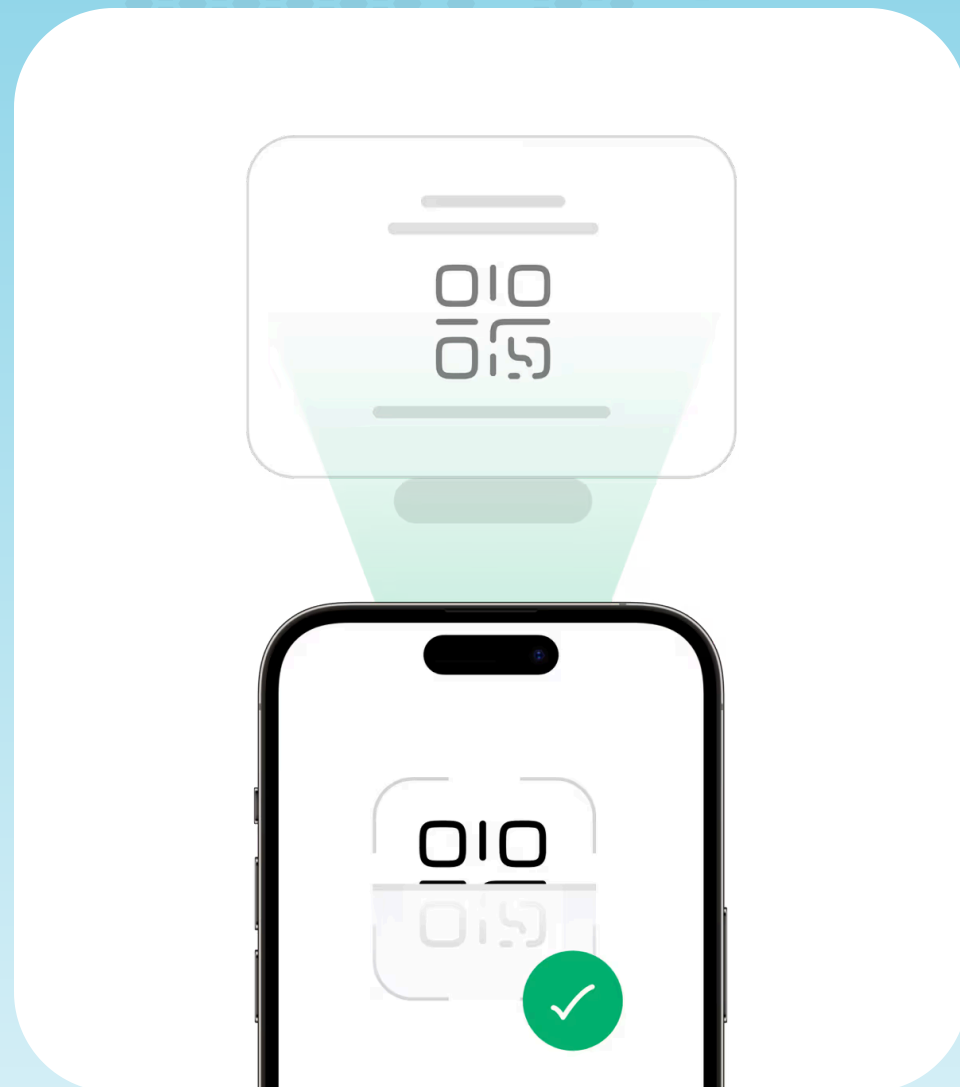
9. Select HelloRoam as your line for Cellular Data and tap Continue.



Option 2

1.2. QR installation

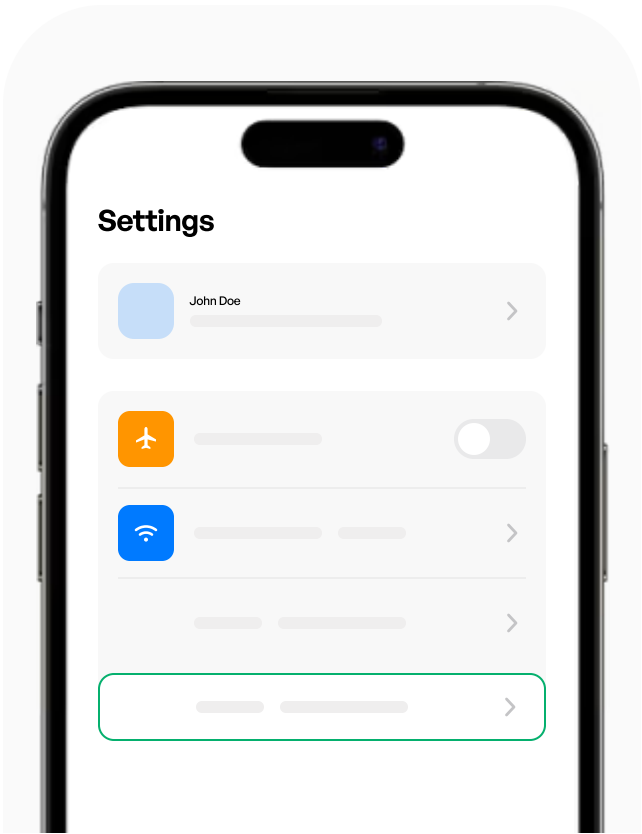
Choose this option if you have the QR code printed or on another device to scan it from your cell phone.



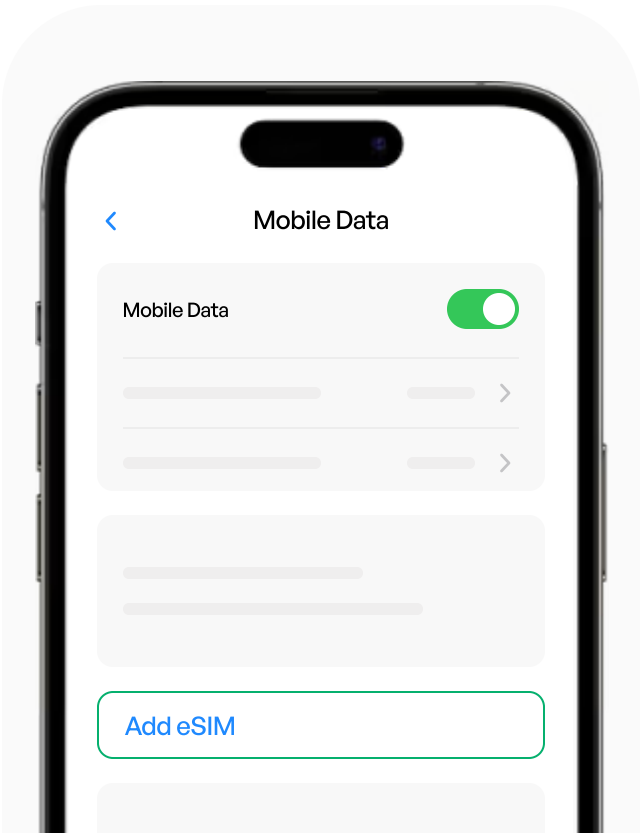
Option 2

1.2. QR installation

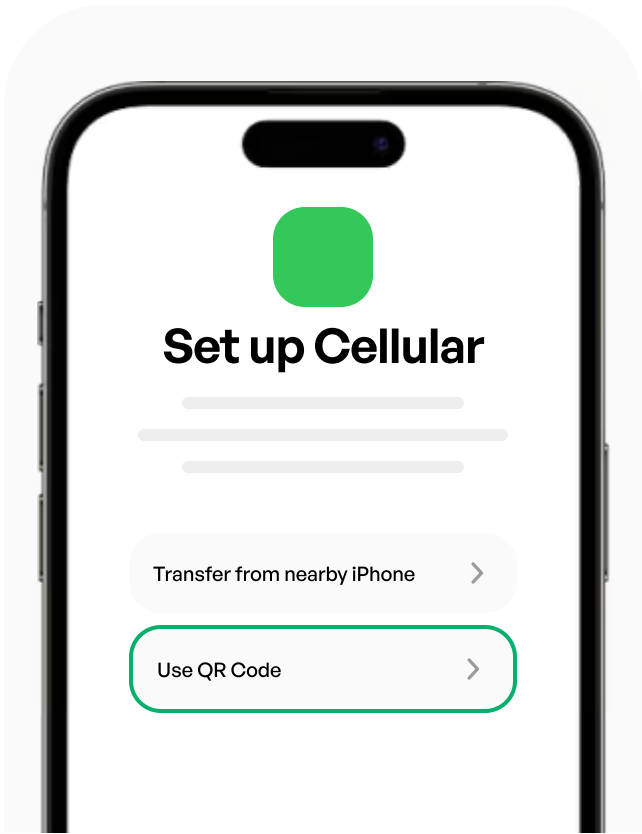
 Go to settings



1. Go to Mobile Data



2. Tap on Add eSIM

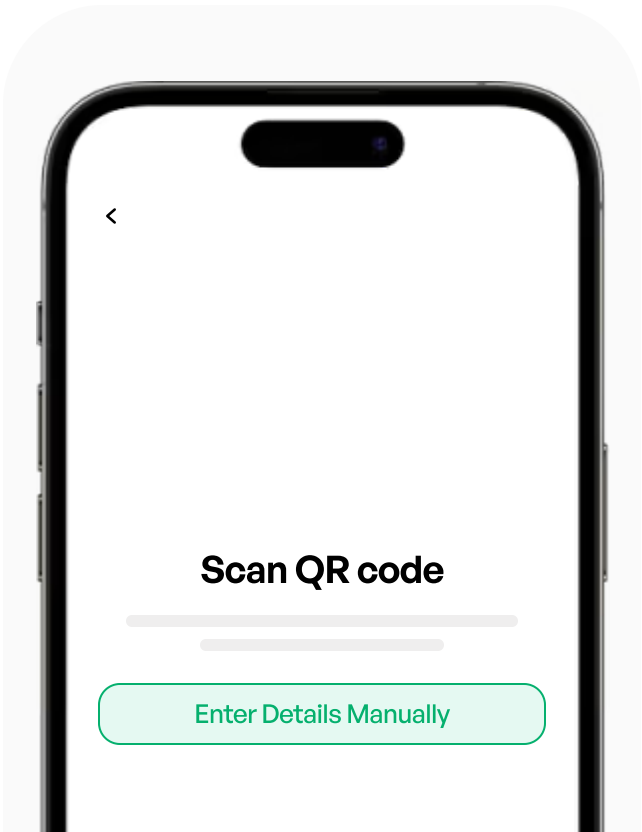


3. Select Use QR Code

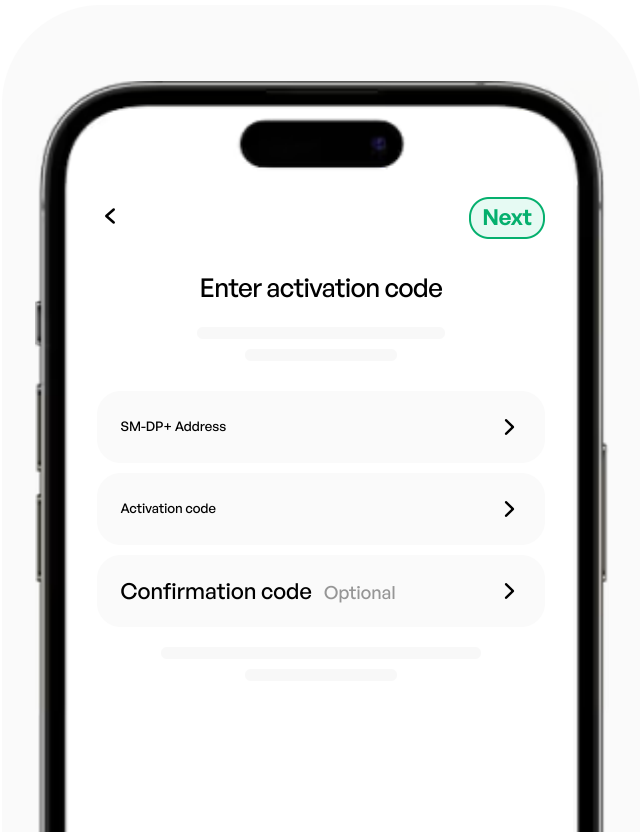


Option 2

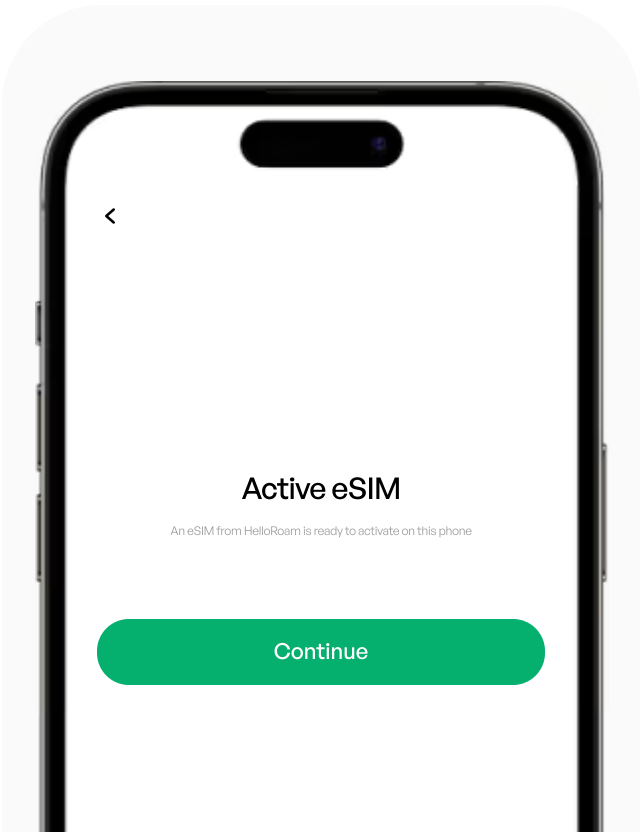
1.2. QR installation



4. Tap Enter Details Manually

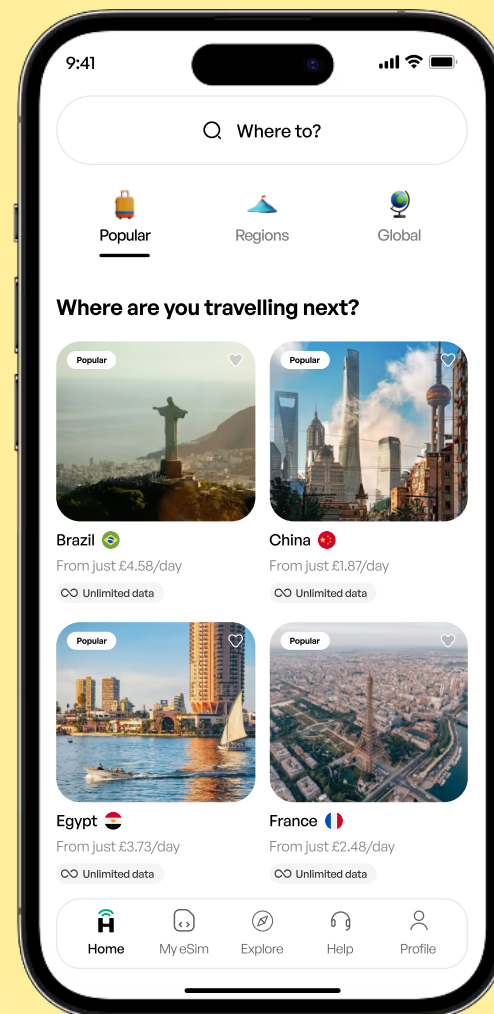


5. Paste the codes we sent to your e-mail, and tap Connect.



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





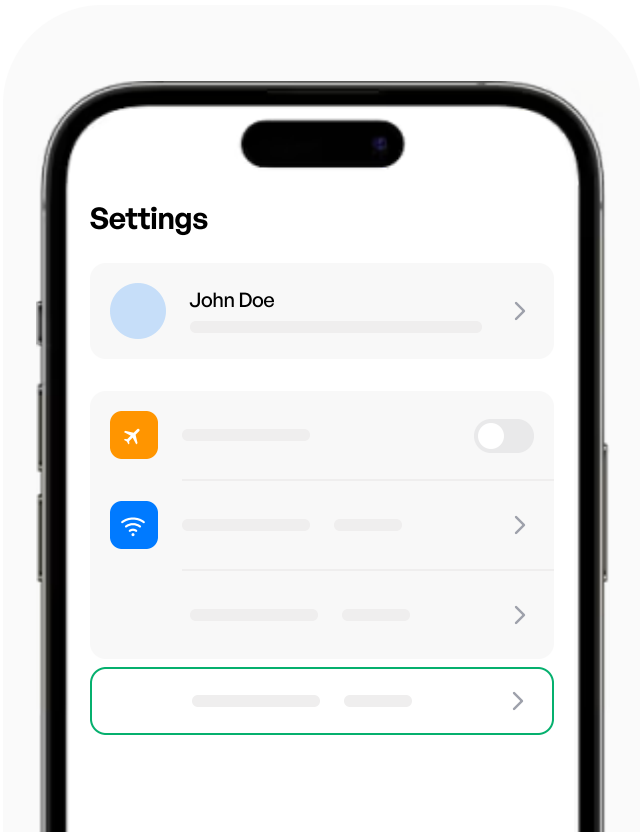
2 Activation

Activate only at your destination.

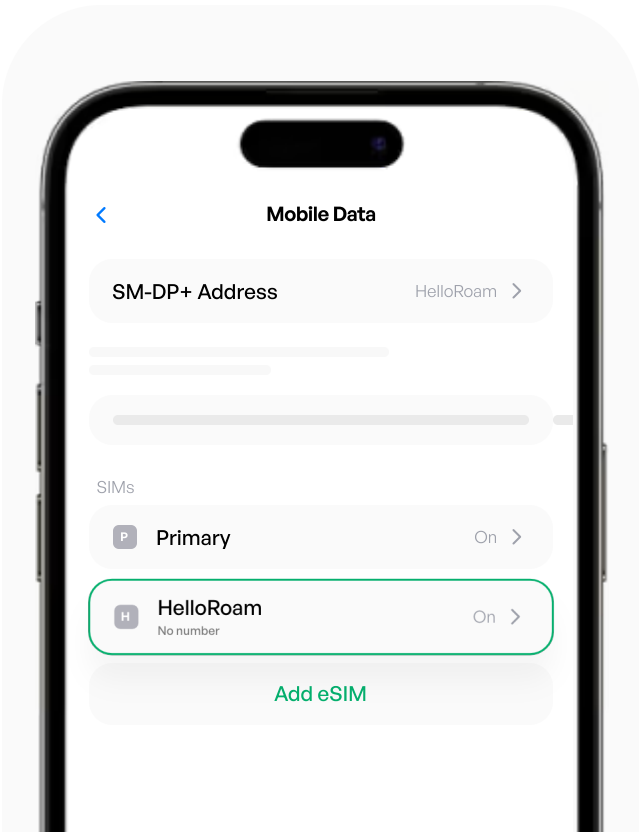


Option 1

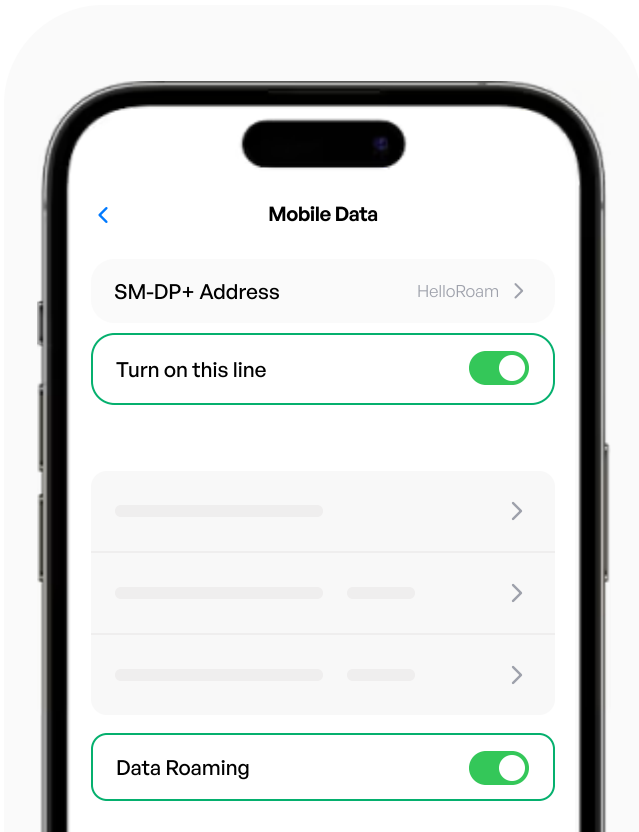
2. Activation



1. Go to Mobile Data



2. Select your HelloRoam eSIM



3. 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** → **Cellular** 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 roaming or 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

