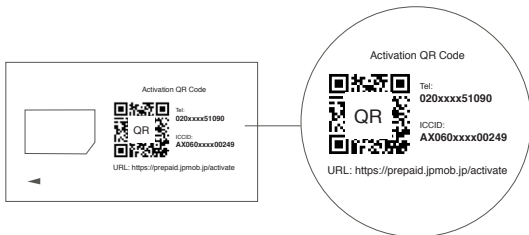


## STEP 1: ACTIVATION

\*Please connect to wifi networks before proceeding

1. Scan the QR code on the SIM cardboard to open the **Activation Page**. In case you can't scan the QR code, access the URL, enter **Tel No.** and **ICCID** then tap **Search**  
\*All information is on the cardboard



2. The activation date have to be within valid date of the SIM card itself. You can check the valid date on the package
3. Tap **Submit** to complete activation

**Note:** If you activate on the same day, please wait about 5 minutes until the status changed to **Status : Activated**

## STEP 2: APN SETTING

\*Please connect to wifi networks before proceeding

### For iOS Device Users

1. Insert SIM Card
2. Download our APN profile from the following link or via QR code (Please make sure other APN profiles are deleted)



<http://jpmob.jp/jpsim>

3. When the notification appears, select **Allow**
4. Go to **Settings**, select **Profile Downloaded** then select **Install**
5. On the password entry screen, enter the screen lock to release the password you set before
6. Select **Next**
7. Select **Install**
8. Select **Done** on the upper right and the setup is completed
9. Return to **Settings**, select **Cellular**, turn on **Cellular Data**. Select **Cellular Data Option** then turn off **Data Roaming**
10. Restart device

## For Android Device Users

1. After inserting the SIM card, go to **Settings**, select **Connections**
2. Select **Mobile Networks**
3. Go to **Menu** (three dots at the top right corner) and select **Reset to default**.
4. If you cannot delete all unused APN following the instruction above, please process manually one by one by tapping on each profile and choose **Delete APN**.
5. Go to **Settings**, select **Connections** to access to **Mobile Networks**. Select **Access Point Names**
6. Select **ADD**

7. Proceed to input the following APN information

**Name:** Anything (For example: JPMobile)  
**APN:** jpsim.me  
**Username:** jps@jps  
**Password:** 888  
**Authentication type:** PAP or CHAP

8. Check if your **4G** is activated

Go to **Settings** then select **Connections** to access **Mobile Networks**. Select **Network Mode** and set **Auto Connect** mode for **LTE/3G/2G**

9. Turn off **Data Roaming**

10. Restart your device

# Notes

- Please make sure to have only 1 SIM card inserted into your device
- If you cannot connect 4G or screen displays **No service**, please make sure you have insert the SIM properly and that your device is compatible with the condition of using JP Smart SIM - NOT sim locked mobile
- Access the following link for more instruction:  
**<https://jpmob.jp/askq/asq>**

## ■ OTHERS: RECHARGE

1. Scan the QR code on the SIM card or access the following link:

**<https://prepaid.jp/mob.jp/recharge>**

2. Key in Tel.No & ICCID printed below QR code (the same information when you activate the SIM card in Step1) and tap **Search**

3. Choose plan and payment method. Once the payment is confirmed, data will be recharged

Thank you for using our services  
Should you have any questions regarding the SIM  
Card setup process, please feel free to contact  
**DX Hub Support Center**

**Service hours:** 10:00 ~ 18:00  
Every day (Except New Year Holiday, Golden Week,  
Obon Holiday)

**LINE:** @jpmobsupport  
(Japanese, Chinese, English)

**WhatsApp:** +817043517679  
(English, Japanese, Chinese)

**E-mail:** sim-support@m.dxhub.co.jp  
(English, Japanese, Chinese, Vietnamese)

**FACEBOOK:**  
<https://www.facebook.com/jpsmartsim/> (English)  
<https://www.facebook.com/jpsmartsim.tiengviet/>  
(Vietnamese)

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