User SIM Guide
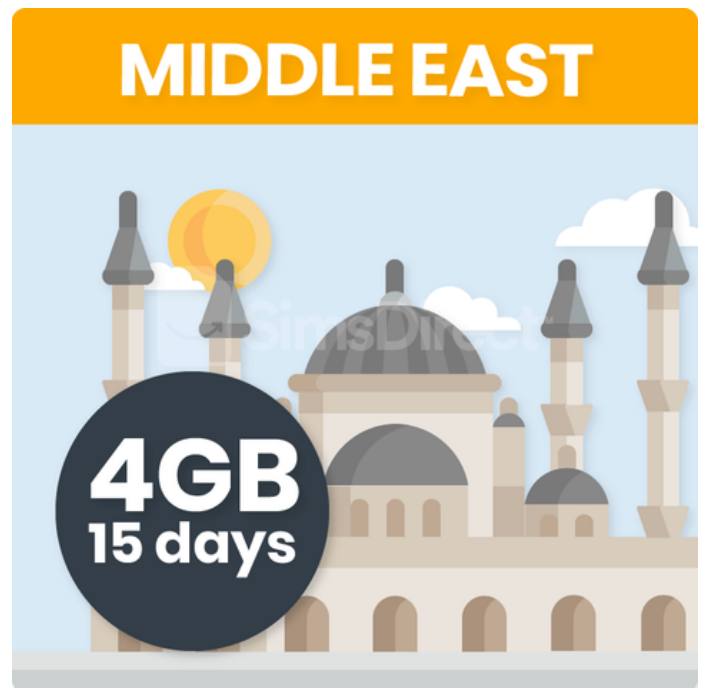
Hello

Thanks for purchasing & welcome to SimsDirect!

This guide is here to help you use your SIM while traveling.

MIDDLE EAST

4GB 15 days

Contact us

We are responsive between **10AM-6PM AEST.**

@m.me/simsdirect

@SimsDirect

help@simsdirect.com.au

Connect with us

We love seeing what our customers get up to!

Say hello to the team and share a picture in the #travelconnected Facebook group.

#travelconnected

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Click a question below

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What's included?

- ✅ 4GB of data
- ✅ 15 days of usage (once activated)
- ✅ 4G Speeds
- ✅ Hotspot/tethering enabled
- ✅ Works in all devices (phones, tablets & wifi devices)
- ✅ 3-in-1 SIM (Standard, Micro, Nano)
- ✅ Usable in 78 countries worldwide
- ❌ Non-rechargeable
- ❌ No calls or texts

Asia	Europe	Europe	Other
China	Austria	Poland	**Americas**
Japan	Aland Islands	Portugal	Argentina
Bruinei	Belgium	Russia	Canada
Cambodia	Bulgaria	San Marino	Colombia
Hong Kong	Croatia	Scotland	Mexico
Indonesia	Czech Republic	Serbia	Puerto Rico
India	Denmark	Spain	US Virgin Islands
Laos	England	Svalbard	USA
Macau	Estonia	Jan Magen	Hawaii
Malaysia	Finland	Sweden	**Middle East**
Myanmar	France	Switzerland	Egypt
Nepal	Germany	Vatican City	Isreal
Philippines	Greece	Wales	Kuwait
Singapore	Hungary		Oman
South Korea	Iceland		Pakistan
Sri Lanka	Ireland		Qatar
Taiwan	Italy		Turkey
Vietnam	Latvia		**Other**
	Liechtenstein		Australia
	Lithuania		New Zealand
	Macedonia		South Africa
	Netherlands		
	Norway		

How do I activate?

1 **Land** in one of the countries listed

2 **Insert** SIM card

3 Turn on **'Data Roaming'** in your mobile/network settings

4 **Restart** your device

You will connect automatically within 5 minutes and your **15 days begin**!

No internet? Check APN settings

If you have activated but your internet is not working. Your device may not have set up correctly.

You will need to **check your APN** (Access Point Names) settings:

Settings > Mobile > Data Options > Mobile Data Network >

Add **'internet'** in APN & Hotspot

Settings > Wireless & Networks > Access Point Names/Cellular Network >

Add **'internet'** in APN & Name

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Technical issues - What do I do?

There is always the possibility of technical issues with SIM Cards, most can be resolved easily.

1 Ensure you have **followed all activation steps** and **restarted** your device

Sometimes it can take up to 2 hours to activate on rare occasions

2 You will need to **find** an **internet connection**. Most international airports and hotels have free wifi available.

3 **Reach out to us** for help with the following information:

- Your **phone model** (i.e. iPhone 8, Samsung s8, etc.)

- **Screenshots** of your 'data roaming' and APN settings

- Details about your issue

@m.me/simsdirect (recommended)

@SimsDirect

help@simsdirect.com.au

Please keep in mind that we may be asleep in Sydney.

We are responsive between **10AM-6PM AEDT.**

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How do I check my balance?

You can monitor usage with your device.

Go to your Settings > Mobile Data

(Some iOS devices may say "Cellular Data" instead)

You will be able to see how much data you've used overseas under the '**Current period roaming**'

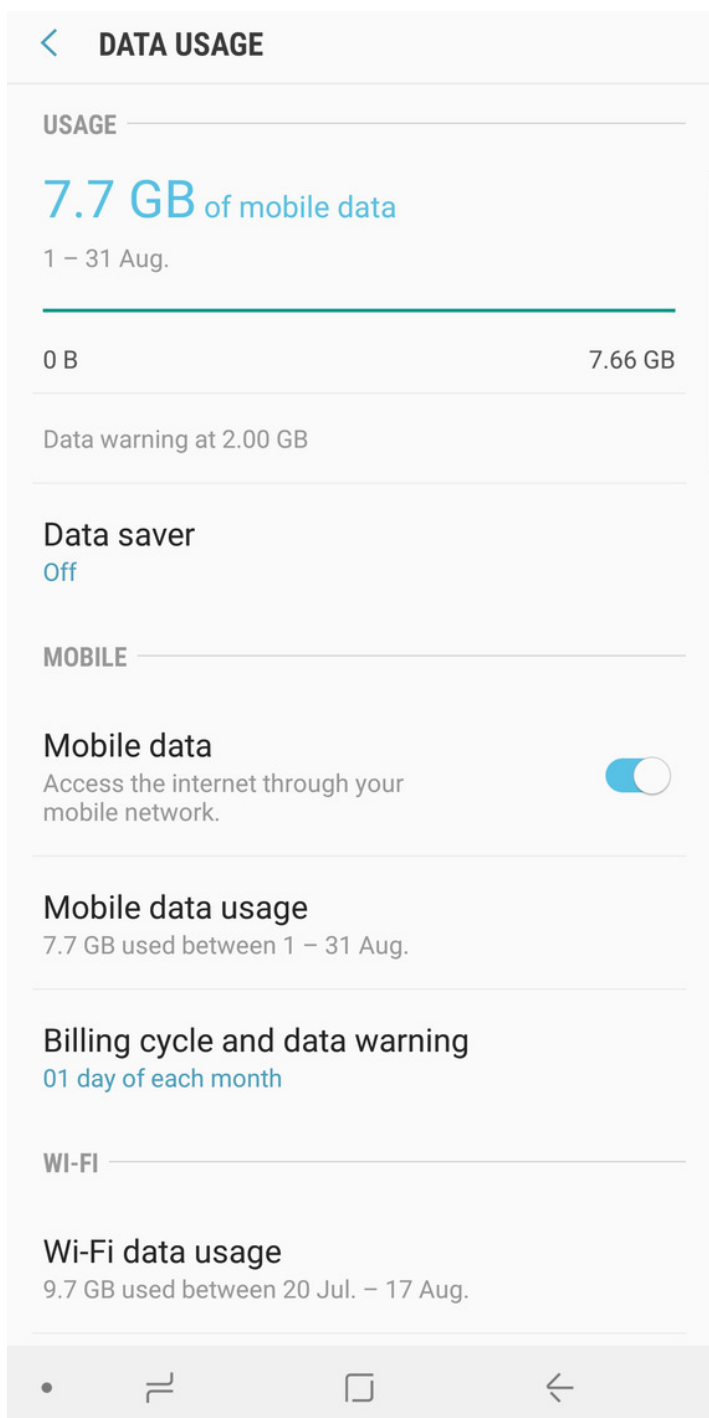Go to your Settings > Data Usage

(This will show the overall data used at the top of your screen)

To check data usage for a certain period, tap '**Billing Cycle**' and select the period from the **day you started using the SIM** to the current day.

Save and your data usage will be shown

Note: May appear different depending on phone company/model

Settings **Mobile**

Mobile Data ⬤

Mobile Data Options   Roaming On ›

Turn off mobile data to restrict all data to Wi-Fi, including email, web browsing and push notifications.

VODA AU

Wi-Fi Calling   Off ›

Calls on Other Devices   Off ›

Service provider Services

Personal Hotspot   ›

MOBILE DATA

Current Period   18.5 GB

Current Period Roaming   0 bytes

‹ **DATA USAGE**

USAGE

7.7 GB of mobile data
1 – 31 Aug.

0 B   7.66 GB

Data warning at 2.00 GB

Data saver
Off

MOBILE

Mobile data
Access the internet through your
mobile network.

Mobile data usage
7.7 GB used between 1 – 31 Aug.

Billing cycle and data warning
01 day of each month

WI-FI

Wi-Fi data usage
9.7 GB used between 20 Jul. – 17 Aug.
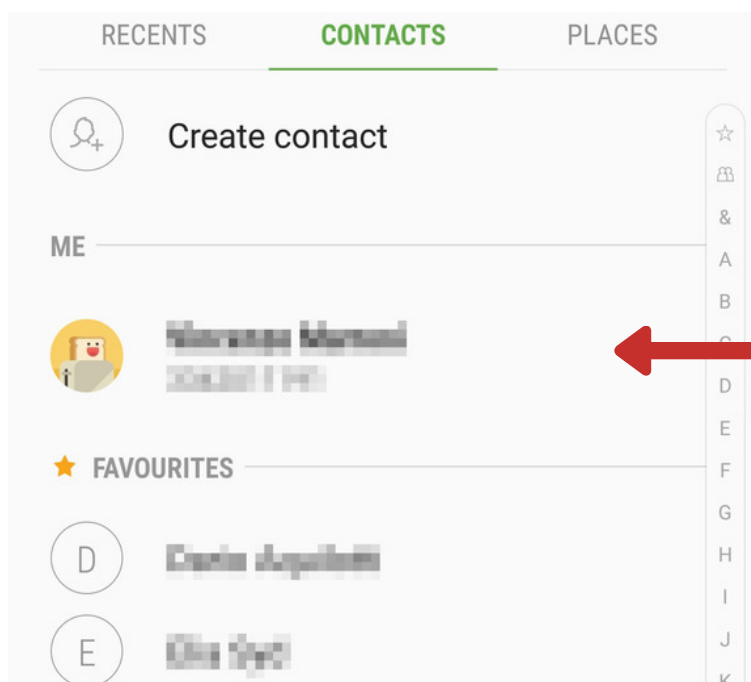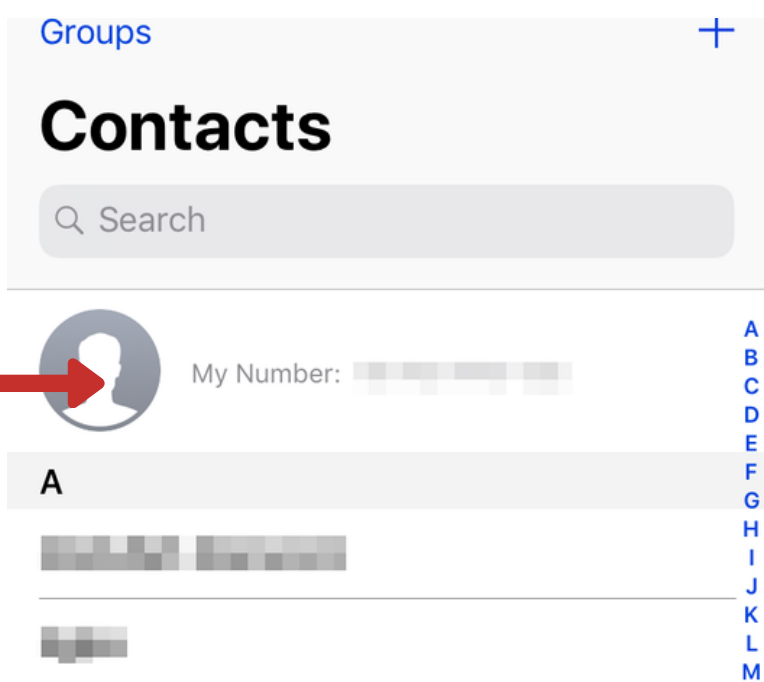

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How do I recharge?

As described on the website, the SIM is non-rechargeable.

The only way around this is to buy multiple SIM cards and swap them out as you go.

How do I find my mobile number?

To find your number, you can simply go to the top of your '**Contacts**' on your device and find '**My number**' when the SIM is inserted and active.

This SIM does not come with any calls or texts included as it is 'data-only'.

<mark>**Handy traveller tip!**</mark>

You can keep in touch with friends and family for free with data applications. This is highly recommended for travellers.

Any of the following apps will allow you to message and call other contacts with your data allowance for free.

Whatsapp
Facebook Messenger
Google Hangouts
Viber

Skype
WeChat
FaceTime

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Money Back Guarantee

There is always the possibility of manufacturing issues and network problems that can't be resolved.

This is why we have a money back guarantee available for all of our customers to protect against faulty SIMs and poor experiences.

It is extremely important that customers are looked after and we are here to support you as much as possible.

However, to claim your money back guarantee we need you to **work with us.**

For us to better our operations we need to completely understand the issues you have faced with the SIM card and we need your experience documented via our refund claim form.

To claim your money back guarantee, please follow these steps:

1 **Ensure** you have followed all **activation steps** in this guide and your **APN** and network settings are **correct.**

2 **Ensure** you have **reached out** to troubleshoot your issues with us via **Facebook or email.**

3 If all of the above has not resolved your issue then you will be instructed to fill out a **refund claim form** with a **detailed description** of your issues/experience to be documented and **approved by our admin.**

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4 You will get a response within **48 hours.**

Once the claim is **approved** we will issue a refund immediately and you will get an email notification confirming the approval.

It will take roughly **3-5 business** days for the funds to be returned to your account via your payment method.

*Please note that we will block the SIM from the network after approval for security reasons.

We really appreciate your help with this process as it helps us understand your situation better and document the issues so we can better our products for other customers.

Thank you 🙂

Useful Links

How to hotspot (Android)

How to hotspot (Apple)

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