

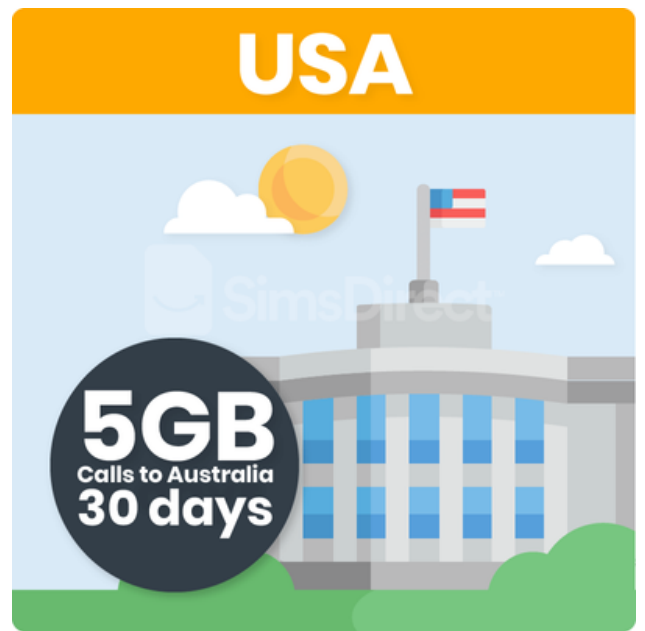


User SIM Guide

Hello

Thanks for purchasing & welcome to SimsDirect!

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



Contact us

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



[@m.me/simsdirect](https://m.me/simsdirect)



[@SimsDirect](https://www.facebook.com/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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What's included?

- ✓ 5GB of data
- ✓ 30 days of usage (once activated)
- ✓ 4G LTE Data
- ✓ Unlimited US Calls
- ✓ Unlimited US Texts
- ✓ Unlimited Calls/Texts to Australian numbers
- ✓ USA Mobile Number
- ✓ Hotspot/Tethering enabled
- ✓ 3-in-1 SIM - fits all phones (Standard, Micro, Nano)
- ✓ Usable in all of USA (Includes Hawaii)
- ✗ Does not work in Alaska or Canada
- ✗ Non Rechargeable

How do I activate?

- 1 **Land** in USA
- 2 **Insert** SIM card
- 3 Turn on '**Data Roaming**' in your mobile/network settings
- 4 **Text** 'GOGO' to 6700
- 5 **Restart** your device
- 6 You will receive a text confirming your activation with your new phone number.

If you don't receive a confirmation text

Sometimes the text activation does not work in which case you will need to activate the SIM online.

You will need a wifi connection for this.

- 1 Go to <https://my.ultramobile.com/activation>
- 2 Choose the Orange SIM on the right
- 3 Enter your ACT CODE (found on the back of your SIM) and **start your activation.**
- 4 Enter 10001 as your ZIP code and click "**Get a new number**"
- 5 Proceed with activating your new number

Activate Your Ultra Mobile SIM

Please note:

- You will be given the option to keep your existing phone number at a later step.
- If you need a SIM card, please visit an [Ultra Retailer](#) or order one from our [online store](#).

You selected Orange SIM ([click here to change selection](#))



Getting Started:

- Orange SIMs come with a plan and airtime already loaded onto the SIM.
- Activate all SIMs purchased online here.
- To activate, enter the 11 digit activation code located on the back of the SIM in the upper right hand corner.

Start or Resume your Activation

6 When you get to the Billing Info page, click "Skip for Now" at the bottom.

Add your Billing Info

Card Info

Billing Address

Enroll in Auto Recharge

By enrolling, you authorize Ultra Mobile to automatically recharge your plan by credit card each month

 Enroll in Auto-Recharge No Thanks

Add this credit card

[Skip for now](#)

7 Enter your details and make an online account (you won't need this later) and submit information.

- 8 Keep proceeding with activation steps to complete activation and you will get a new phone number displayed on your screen.

✓ Activation Complete

Your Phone Number: (646) 204-8066

Your username: _____

Next Steps:

1. Place your SIM card in your phone. Need help? Click [here](#).
2. Configure your phone's [Data and MMS Settings](#)
3. Have a WiFi calling compatible phone? Click [here](#) to enable WiFi Talk & Text.
4. Access your account online: [Log In](#)

- 9 **Restart** your device and you should be good to go!

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 '**wholesale**' in APN & Hotspot



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

Add '**wholesale**' in APN & Name

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](https://m.me/simsdirect) (recommended)



[@SimsDirect](https://www.facebook.com/SimsDirect)



help@simsdirect.com.au

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

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

How do I check my balance?

Text 'DATA' to 6700

Or

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

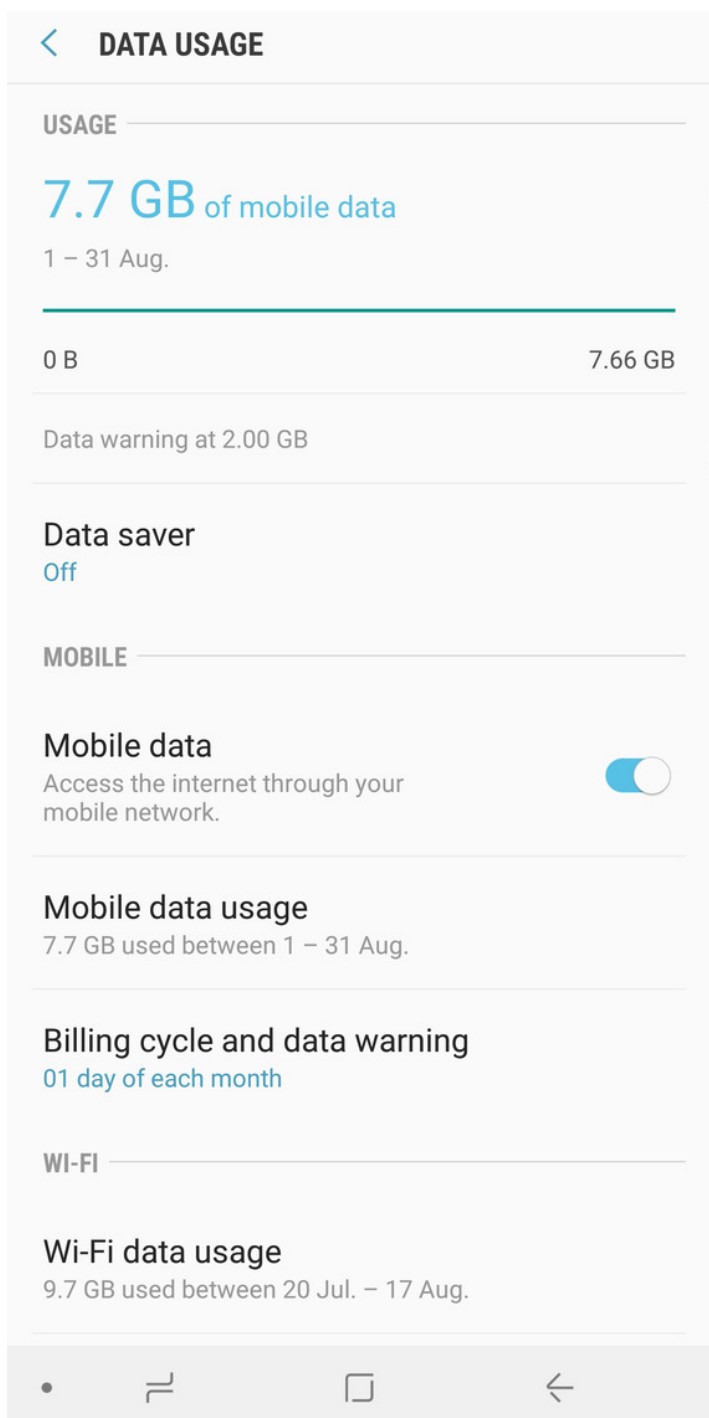
(This will show the overall data used at the top of your screen)

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



How do I recharge?

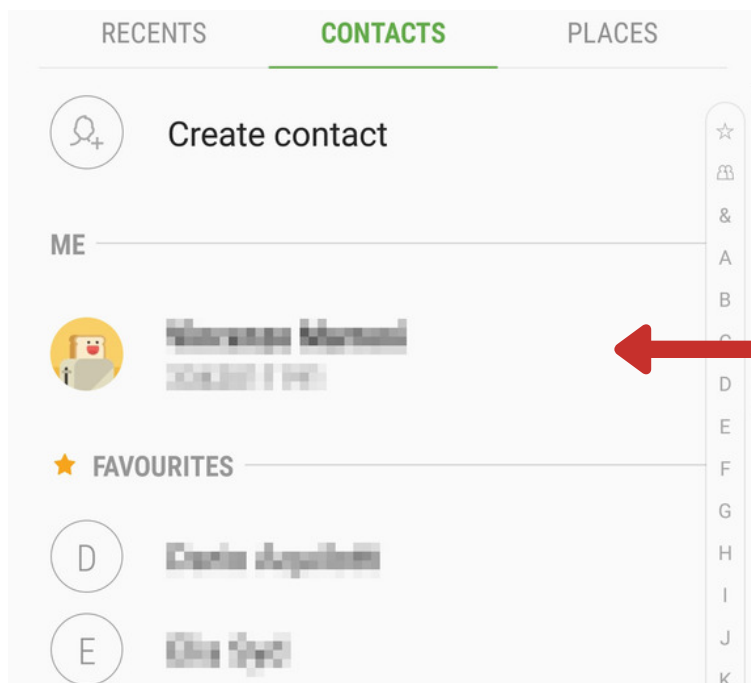
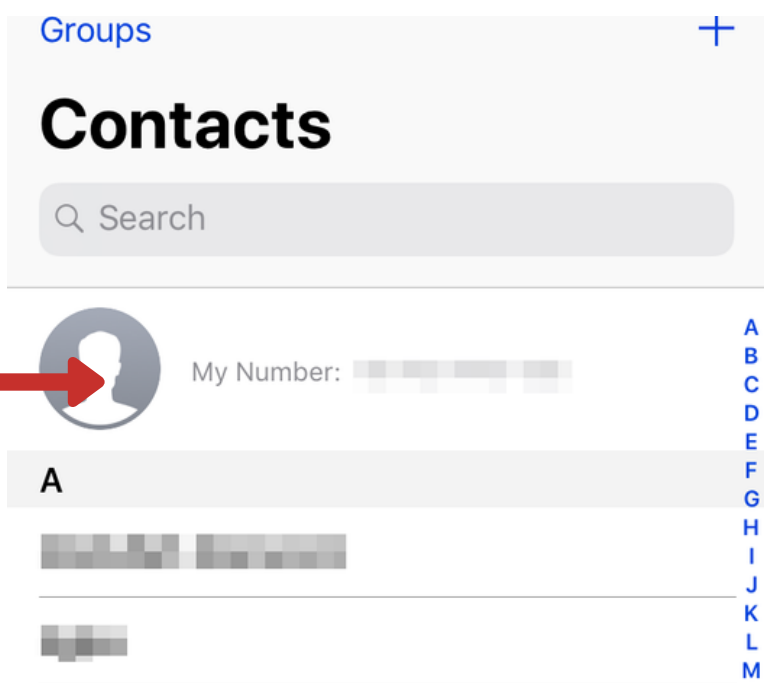
As described on the website, the SIM is non-rechargeable.

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?

You will get your mobile number during the activation process.

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.



How do I make calls and texts?

Local calls & text

Simply dial the local USA number from your device. You may need to use a state code for landline numbers when calling interstate.

International calls & text

Country Code > Mobile Number

To call Australia:

If you wish to call or text 04311**871
You would dial +614311**871

Handy traveller tip!

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

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**.

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

[Country Dial Codes](#)

[How to hotspot \(Android\)](#)

[How to hotspot \(Apple\)](#)