

# INTERNATIONAL DATA SIM CARD



# User Guide

## Getting started

### Ensure your Device is Unlocked

For this service to function your device must be unlocked. It's possible that your operator "locked" your device to prevent its use with other operators' SIM cards. If this is the case, please call your network operator and request an "unlock code". They should unlock the device but there may be conditions or a cost associated with this.

### Insert the SIM card chip

1. Remove your existing SIM card chip and store it in a safe place.
2. Detach the International SIM card chip from its plastic holder. Keep the plastic holder in your purse or wallet because it has your phone number and PIN on it.
3. Carefully insert the SIM card chip into the metal bracket inside your device where your old SIM card was previously located.

## Quick start

### To start using your SIM, just Add Credit

You can add credit in the following ways (have a credit card handy):

- **Online** - Visit [www.rechargeminutes.com](http://www.rechargeminutes.com) sign in to your account using your global phone number (+44 printed on the SIM Card) and PIN (4 digit number also printed on the SIM card)
- **From a home, office or payphone** dial the toll-free number of the country you are in and follow the voice prompts of the self-service phone menu.

USA	1-866-305-6462	Germany	0800-000-6485
Australia	1-800-261-038	France	0805-101-177
United Kingdom	0808-234-7418	Canada	1-866-305-6462

- Set up **Auto Recharge** so you won't run out of credit. Visit [www.rechargeminutes.com](http://www.rechargeminutes.com), sign in and click on the 'Recharge minutes' button.

## Set up data

When you turn on your device for the first time using this service, if your device is Android or Windows based it should be automatically configured for data, and the **APN** field under Settings will be set to 'mobiledata'.

You also need to manually set **Data Roaming** to **ON**. You will find **Data Roaming** under **Settings**, and then **Mobile Networks** or **Cellular Data** on many devices.

## Set up data on an iPad

For an iPad please select **Settings**, then select **Cellular Data** (it may be under Network and/or General), then ensure **Cellular Data** is **ON** and **Data Roaming** is **ON**. Then select APN Settings, and in the **APN** field enter 'mobiledata'. Leave all other fields blank, press the menu button and then launch the internet browser.

## Set up data on an Android tablet

If your Android tablet was not automatically configured after inserting the SIM card, then you will need to manually set up mobile data. Please select **Settings**, then **Wireless & Networks**, then **Mobile Network**. Check that **Data enabled** (or Use packet data) is **ON** and that Data roaming is **ON**. Then select **APN (Access Point Names)**. Press the menu key, select **+ New APN**, and in both the **Name** and **APN** fields, enter **mobiledata**. Press back, select the new **APN** option titled **mobiledata**, press back until you reach the main menu and then launch the internet browser.

## Selecting a network

Not all networks support 2G or 3G data. Please visit [www.rechargeminutes.com](http://www.rechargeminutes.com) for a list of available countries and carriers.

To change the Carrier with an iPad, select **Settings**, then **Carrier**, then turn **Automatic** to **OFF**. Wait while your iPad searches for available Carriers. Once one or more Carriers are displayed, select the Carrier listed on the website. Then press the menu button and then launch the internet browser.

## Customer Service

We are here to help! For further information, the terms and conditions of this service, and to view your call records and receipts visit [www.rechargeminutes.com](http://www.rechargeminutes.com)

If you require assistance, email your question to [help@rechargeminutes.com](mailto:help@rechargeminutes.com) or call Customer Service 24 hours a day, 7 days a week. Our team members speak over 7 languages including English, French, German, Italian, Portuguese and Spanish. In the USA call 1-800-7070031 from any phone.

United States	1-888-513-8804
Australia	1800-795-252
Belgium	0800-49943*
Canada	1888-513-8804
Finland	0800-112-010*
France	0805-113-721*
Germany	0800-000-6484
Greece	00800-127-115
Ireland	1800-932-275
Italy	800-987-324
Netherlands	08000-023-3597
New Zealand	0800-447-870
Spain	800-098-936
Sweden	0200-884-569
Switzerland	0800-561-062
United Kingdom	0800-376-2370
United States	1-888-513-8804

\* Press 0# to speak to Customer service.

Correct at February 2013. Refer to [www.ekit.com/terms](http://www.ekit.com/terms) for full Terms and Conditions.

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## Apple iPad – data configuration guide

A step-by-step guide to configure your Apple iPad for data use with an ekit Micro SIM card.

1. You will need your iPad with iOS 5.0 or better installed.
2. Install the SIM card in your iPad.
3. Follow the instructions below.

### Settings

- APN is mobiledata
- All other fields should be left blank

### Data configuration

1. Turn off your iPad.
2. Remove the SIM tray from the side of the device.
3. Insert the ekit Micro SIM into the tray and slide the tray back into your iPad.
4. Turn your iPad back on.
5. Enter any security lock code, if set.
6. Tap the Settings icon, and on the left hand side tap 'Wi-Fi'. Ensure that Wi-Fi is set to OFF for the duration of this configuration (you can re-enable this later).



7. Once you have disabled Wi-Fi, select Cellular Data



8. Ensure that 'Data Roaming' is set to 'ON' and then tap 'APN Settings'.

9. Ensure the APN is set to 'mobiledata' and then tap the 'Cellular Data' arrow at the top.



### Selecting a network

**Important information: Not all networks support data. Please visit [www.ekit.com](http://www.ekit.com) for a list of available countries and data networks.**

1. Tap the 'Carrier' item on the left and ensure that 'Automatic' is set to 'OFF'.
2. Once you have set this, your iPad will start a search of available networks.
3. Select one of the available networks which support data
4. Check to see either 3G (3G), E (EDGE) or ° (GPRS) appear immediately to the right of the carrier in the top left.
5. If you do not see any of these icons repeat steps 1 – 4 selecting an alternative network.
6. Once you have connected to 3G, EDGE or GPRS, press the Home button and launch Safari.



You will now be connected to the ekit Data service.

### Re-enabling WiFi

Once you have successfully connected to a Cellular Data service, you can re-enable your Wi-Fi if you wish. Note that if you are not connected to a Wi-Fi network, you will be charged at your normal data rate for the country you are in.

### Support Information

If you have any problems using your iPad with an ekit Micro SIM, please contact customer service via the details provided with your Micro SIM.