



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](#)

Contents

Click a question below

-  **What's included on the SIM?**
-  **Getting started - How do I activate?**
-  **Technical issues - What do I do?**
-  **How do I check my balance?**
-  **How do I recharge?**
-  **How do I find my mobile number?**
-  **How do I make calls and texts?**
-  **Money Back Guarantee**
-  **Useful links**

What's included?

- ✓ 3GB of data
- ✓ 30 days of usage (once activated)
- ✓ 4G LTE Data
- ✓ Hotspotting enabled
- ✓ 3-in-1 SIM (standard, micro & nano)
- ✓ Works in all devices (mobile, tablet & wifi devices)
- ✓ Works in all of USA and Canada
- ✗ Non-rechargeable
- ✗ No calls or texts

How do I activate?

- 1 **Land** in any of the countries listed
- 2 **Insert** SIM card
- 3 Turn on '**Data Roaming**' in your mobile/network settings
- 4 **Restart** your device
- 5 You will connect automatically within 5 minutes and your **30 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:

Note: May defer depending on your device/model



Settings > Mobile > Data Options > Mobile Data Network >

Add '**joy**' in APN & Hotspot

Alternatively, try '**mobile.three.com.hk**'



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

Add '**joy**' in APN & Name

Alternatively, try '**mobile.three.com.hk**'

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?

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

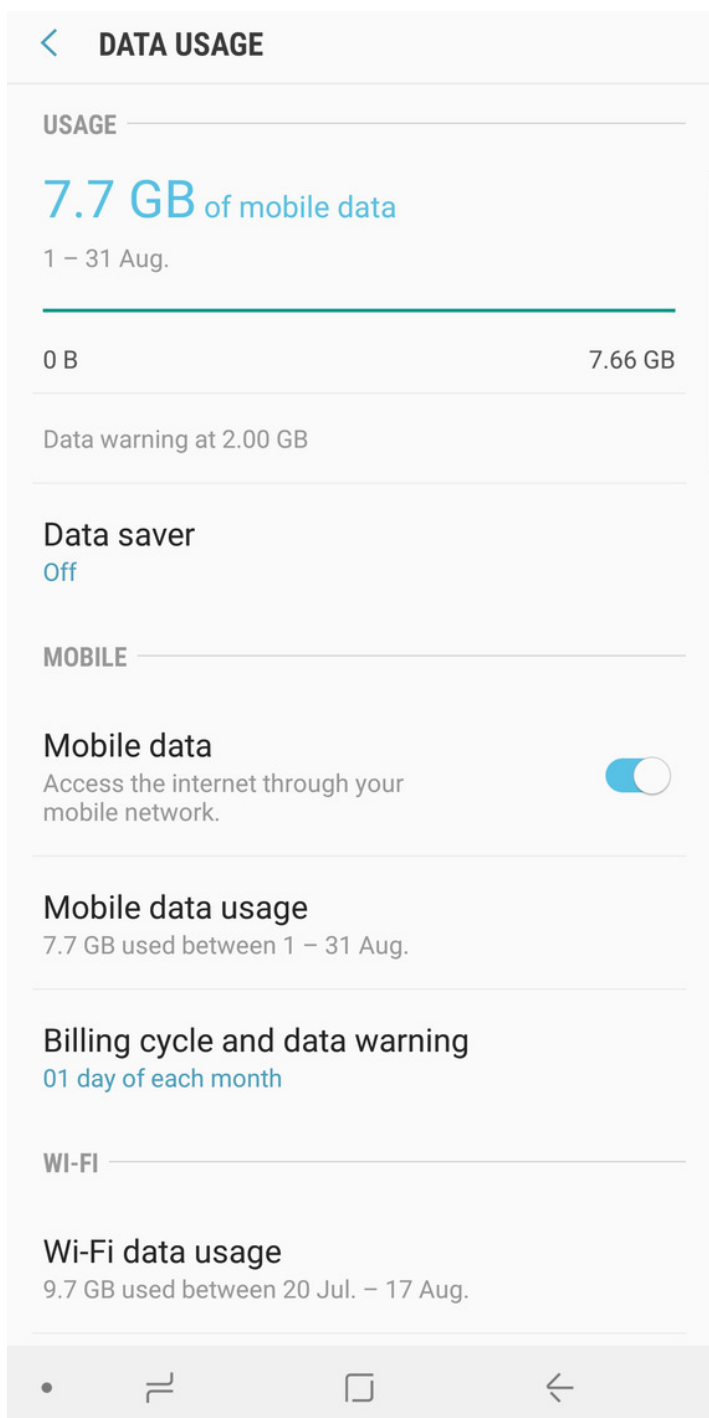
(This will show the overall data used at the top of your screen)

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



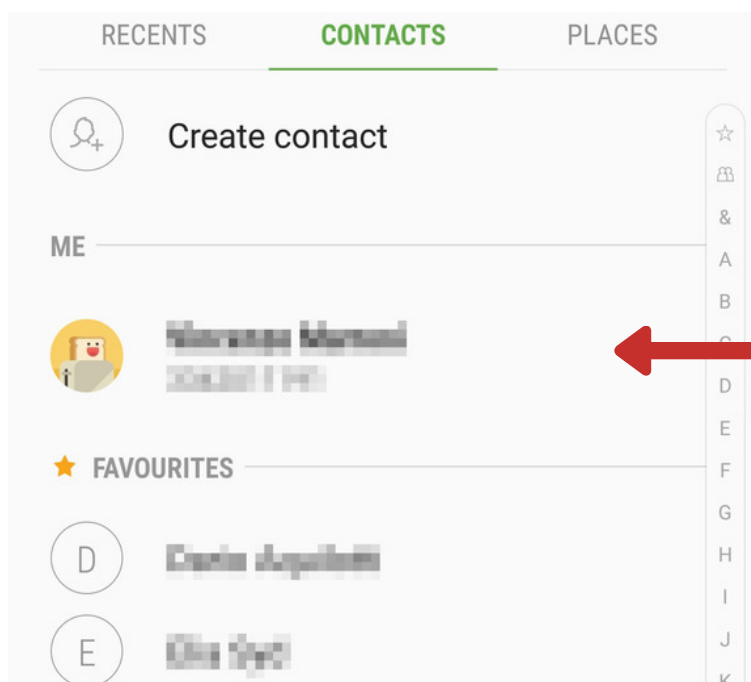
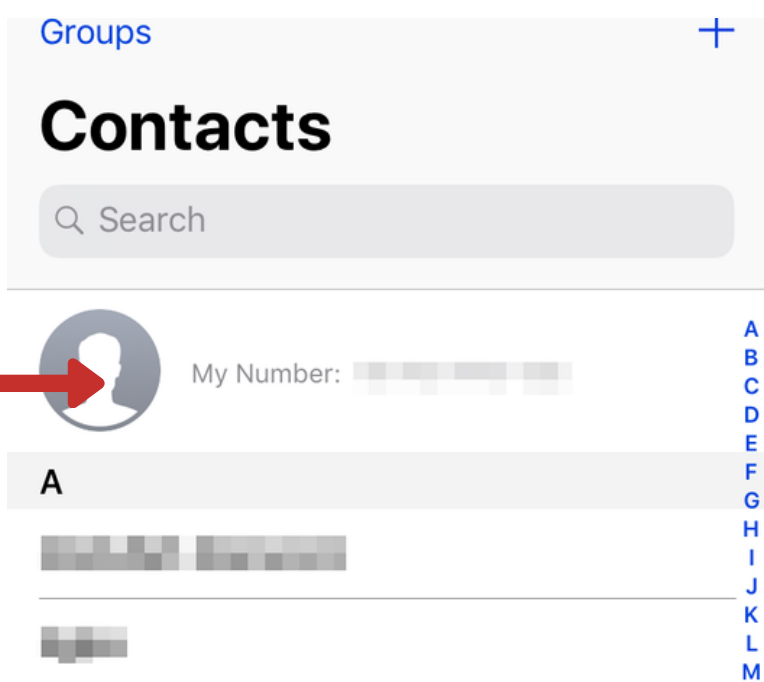
How do I recharge?

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?

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?

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

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 \(Apple\)](#)