

WORLDSIM - USER GUIDE

Please find enclosed your WorldSIM prepaid SIM card.
Register at www.worldsim.com to claim your free credit.

1. Getting Started

The tri-cut SIM is perforated so that you can break out a Standard, Micro or Nano SIM from the same card. These can then be re-plugged if you need to use the SIM in a different size.

Carefully break off the SIM from the plastic holder. Depending on the type of your devices' SIM slot(s), detach the Standard, Micro or Nano SIM card format.

Insert the SIM into your device and switch it on.

The SIM will automatically detect your location and configure the necessary settings required to register to a network operator. Make sure you are selecting a partner provider only. To select a different network operator other than the one registered you can do so by selecting one manually in your network settings of your device.

Should you need to access your location settings for troubleshooting purposes please refer to the below steps

a. For iOS devices

Select Settings > Phone > SIM Applications > Multi-Account > Country Selection
The active setting will have the asterisk (*) sign displayed next to it.

b. For Android Devices

In your Apps menu looks for SIM Toolkit or SIM Services and select
Select Multi-Account > Country Selection
The active setting will have the asterisk (*) sign displayed next to it.

Once your SIM has registered to a network operator you will receive a welcome text message and details of how to set up your internet on your device (this is also shown in Step 9 below).

This is only applicable when the SIM is first used.

The number printed on the label of the SIM card is your UK mobile number, unless stated otherwise

To retrieve your UK number dial 133

To retrieve your USA number dial 160

You will then receive a text message with the required details.

NOTE: US number expires in 60 days and a new US number can be retrieved by dialling 160 for FREE.

2. Receiving Calls

Calls can be received on either the UK number or the US number at any time in any country. However there will be an additional cost for receiving calls on the USA number as compared to the UK number. See website for a complete and up to date list of tariffs.

3. Making Calls

Always dial the number in the full international format i.e. dial either using the '+' sign or '00' followed by the full international code, then the number you wish to dial.

4. Call History and Itemized Billing

You can access your call history and other account features by logging into your account at www.worldsim.com

5. Topping Up your WorldSIM

To top up your WorldSIM, visit our website www.worldsim.com and click on Top Up. Select the amount you wish to top up by and you will be guided through the payment process.

You can also set-up your account for Auto Top-Up so you are instantly topped up when your balance falls below a limit you specify. If you have purchased a Top-Up voucher, please see the instructions on 'How to Top Up' written on the voucher itself.

6. Voicemail

Voicemail is automatically enabled on your account. To control your voicemail options, dial:

- 121 Access messages
- 122 Turns voicemail on
- 123 Turn voicemail off
- 125 Check voicemail status

7. Text Messaging

Your SIM card fully supports standard text messaging (SMS) for incoming and outgoing messages. To send a text message, write your message as normal. Texts are received when sent to your UK number. When sending text messages, put the destination number in international format e.g. 00447624001122

8. CLI (Caller Line Identity)

The UK mobile number will be presented as the default CLI. Users can adjust this by visiting their online account or contacting the Customer Service.

NOTE: Caller ID change is not 100% guaranteed.

9. Set up Mobile Data

To activate mobile data on your WorldSIM, you will need to setup a new APN (Access Point Name) on your handset.

- a. **Set up APN on iOS devices (PS: Some iOS devices might display the word Cellular instead of Mobile)**
Select Settings > Mobile Data > Mobile Data Options > Mobile Data Network
Under Mobile Data Network, APN = mobiledata
Leave Username and Passwords fields blank.
Please ensure Mobile Data and Data Roaming options are Enabled
- b. **Set up APN on Android devices (PS: Some Android devices might display the word Cellular instead of Mobile)**
Select Settings > More Networks > Mobile Networks > Access Point Names
Create a New Access Point, Name = WorldSIM, APN = mobiledata and Save, ensure this APN is selected
Under Mobile Networks, Enable Mobile Data and Data Roaming

10. Add Virtual Number

You can add a local number(s) from over 50 countries by visiting www.worldsim.com.

11. Troubleshooting

Cannot Make and Receive Calls

1. Check to make sure your SIM card is properly installed and your device is unlocked and that WorldSIM has coverage in the country you are visiting.
2. Check you have credit in your account. Credit is required on your SIM to receive inbound calls. You can check your balance by dialling 187.
3. Try manually changing networks to another provider. It might also help to take out the SIM, re-insert and restart the phone.
4. If you are using a 3G/4G device check your handset settings to ensure GSM/3G/4G mode is selected.

Further Support

WorldSIM are fully committed to providing excellent Customer Support 24 hours a day, 7 days a week.

For more information please visit our website:

www.worldsim.com