



## 1 Activate your SIM online and add credit before you go

Your new SIM will not work until it is activated. Please activate your account at [unitedglobalsim.com](http://unitedglobalsim.com)

## 2 Make sure your mobile device is unlocked

Your device may be locked to your local carrier. Make sure you contact your carrier to have it unlocked before using your Global SIM.

More information is available at [unitedglobalsim.com](http://unitedglobalsim.com)

## 3 Your new international number

After activating your SIM, you'll receive a new phone number. This will be an international number beginning with **+44**. People contacting you on this number will be charged international rates.

If you wish to activate a US phone number, you will need to call **\*160#**. You will receive your US number in an SMS. Please only do this once.

## 4 Inserting your Global SIM for the first time

After activating your SIM, we recommend you make a free test call.

- 1 Turn your mobile device off.
- 2 Insert the Global SIM and turn the device back on.
- 3 Once a network is found (this can take a couple of minutes) you will receive an SMS with your new Global SIM phone number. If you do not receive this SMS please dial **\*133#** to retrieve your new number.
- 4 Call **\*222#** to make your free test call.

Your phone will call you back once the call is connected. You should hear a successful testcall message.

## 5 Making phone calls and sending SMS

Use the full international number format starting with + Example: To call or SMS the Australian number 0401 555 555, dial:

Country code Phone number

+ then **61** then **401 555 555**

After you call the number your phone will start ringing. Answer this call back to be connected to your call. If you are experiencing issues calling, please try the following format:

For Australia **\*** then **61** then **401 555 555#**

## 6 Accessing data

Before you can use data, you will need to save new data settings on your device.

### For your mobile:

1. Insert the SIM into your phone
2. If you are using an iPhone, please ensure that you are connected to Wi-Fi
3. Dial **\*172#** and click on the link in the text message you will receive
4. Switch Data Roaming on

### For tablets or manual phone setup:

On a tablet you need to create an Access Point Name (APN). You can find this under 'Mobile Networks' in Settings. Create a new APN and type the following:

Name	globaldata
APN	globaldata
Username	(blank)
Password	(blank)

Note: Regardless of how you have set up your data, you will still need to enable Data Roaming to be able to access the internet on your device.

## Quick Dial Codes

<b>*200#</b>	Global SIM customer service
<b>*221#</b>	Free top up service
<b>*222#</b>	Free test call
<b>*121#</b>	Access voicemail
<b>*122#</b>	Turn voicemail on
<b>*123#</b>	Turn voicemail off
<b>*125#</b>	Check voicemail settings
<b>*133#</b>	Retrieve your Global SIM number
<b>*172#</b>	Data settings
<b>*187#</b>	Check your account balance