

# INTERNATIONAL SIM CARD

## Quick Start Guide



### 1. GETTING STARTED

Your SIM will auto-activate when it first connects to a network, this may take a few minutes. You can also try placing a call to trigger auto-activation. Once activated, you will receive a message with your +44 Global and +1 US number and account PIN.

Alternatively, if you wish to activate the service beforehand, you can do so manually:

#### Manually activate your SIM Card

- 1) Visit [www.rechargeminutes.com](http://www.rechargeminutes.com) or open the **JT TravelApp** (download free from the App store or Google Play)
- 2) Enter the SERIAL CODE printed on your SIM card



SERIAL CODE

### 2. SETUP YOUR DEVICE

- 1) Ensure your device is unlocked and works with the frequency of the countries you are traveling to.
- 2) Choose the correct SIM size required for your device and push it out from the plastic card
- 3) Turn off your device and insert the SIM in the SIM slot or tray
- 4) Turn your device on. Once connected to a network, set up data using instructions provided in this user guide (Refer 'Setting up data and internet')
- 5) You are good to go!

### 3. ACCESS & MANAGE YOUR ACCOUNT

Use the **JT TravelApp** ([jttravelapp.com](http://jttravelapp.com)) or visit [rechargeminutes.com](http://rechargeminutes.com) to manage your account:

Log in using your +44 or +1 phone number and PIN

- Add or recharge credit
- Purchase value-for-money bundles
- Review your balance, usage and receipts
- Check latest information on coverage and rates



You can also add credit by calling **181** from your device (free of charge) or by calling our 24/7 Customer Service (charges may apply).

### 24/7 Customer Service

If you require assistance, please contact us in one of the following ways:

1. Send an email to [help@rechargeminutes.com](mailto:help@rechargeminutes.com)
2. Dial **154** directly from your device
3. Dial the access number for the country you are calling from

USA	1888-310-4168	France	0805-113-721*
Canada	1-888-513-8804	Germany	0800-000-6484
Australia	1-800-094-747	UK	0800-028-2402

\* Press 0# to speak to Customer service

For a complete list of numbers refer to [ekit.com/ekit/CustomerService](http://ekit.com/ekit/CustomerService)

BGG017 JUN17 - Correct at June 2017. Refer to [www.ekit.com/terms](http://www.ekit.com/terms) for full Terms and Conditions

### 4. USING THE SERVICE

Turn your device on and when the device registers with a network it is ready for use.

#### MAKING A CALL

Dial:

**+ country code area code phone number**

Example: To call (213) 337-5555 in the US, you need to dial:

**+ 1 213 3375555**

Please note, you must dial the country code even if you are making a local or national call and drop the leading zero if the number you are calling has one.

**Your calling experience will vary based on country.** In some countries callback technology is used (a method of keeping your international calls at low-cost). You will experience one of the following:

#### DIRECT CALLING

After dialing the number:

- Your call will be placed and connected as if you were back home

You will experience direct calling in most of Europe, Australia, NZ, USA and more

#### CALL BACK

After dialing the number:

- Your call will be disconnected for 10 to 30 seconds and then your phone will callback
- Answer the call. After a few seconds your call will be connected

#### SENDING A TEXT MESSAGE

Compose your message as normal, entering the number you wish to send the message to, remembering to include the country code and area code. Refer to step 1 on Making a Call (above) for instructions on how to dial a number.

#### SETTING UP DATA AND INTERNET

##### Android devices

1. Select **Settings > Wireless & Networks > More > Mobile (or Cellular) networks**

2. Switch on **Data roaming**

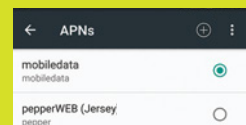
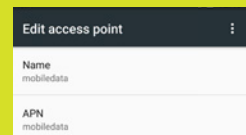
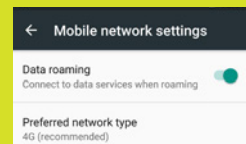
3. Select **Access Point Names (APN)**

4. Add a new APN by pressing **+** or menu key

5. Enter **'mobiledata'** as Name for APN. Select **Save** from the menu options

6. Select the new APN titled **'mobiledata'**

7. Go to **Settings > Data usage**. Ensure **Mobile (or Cellular) data** is switched on



##### iPhone

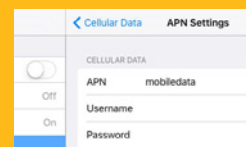
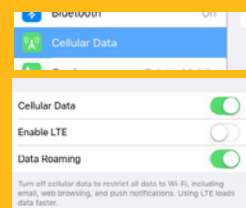
1. Select **Settings > Cellular Data (or Mobile Data)**

2. Ensure **Cellular Data (Mobile Data)** is **On** and **Data Roaming** is **ON**

3. Select **APN Settings**, and in the APN field enter **'mobiledata'**. Leave all other fields blank.

4. Press the menu button

5. Launch the internet browser



For iPad and hotspot instructions visit: [ekit.com/ekit/UserGuide](http://ekit.com/ekit/UserGuide)