Europe & UK 12GB 30 day Troubleshooting guide PDF

SIM cards are technical products, as is your phone - sometimes things don't work out the way they're supposed to!

But no need to stress! Here are common issues that can pop up and how you can quickly resolve them:

First things first...

1. Make sure that you're in one of the 71 countries that the SIM works in!

2. Make sure you have **Data Roaming** turned on and you've restarted your phone.

1. My SIM is not active...

We will activate your SIM at 2pm AEST (4am GMT) on the Activation Date you have given us during check out.

Once activated, connection to the network can take anywhere from a few minutes to a few hours.

If your SIM has not been activated in several hours, please [reach out to us (https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au)](https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au) with your new mobile number (which you'll get via text) for help!

How activation works (step-by-step)

When you first insert the SIM into your phone, you will receive the following text with your mobile number followed by 2 more texts about your top-up and that you've run out of "Cash Credit" - you can ignore this part!
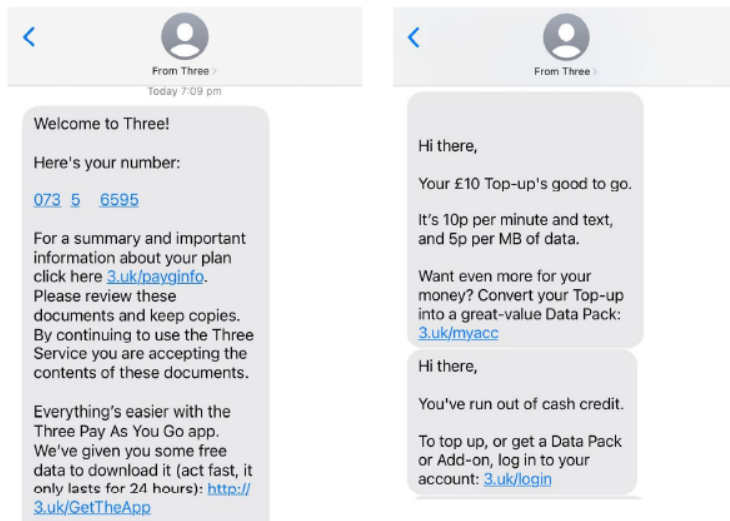
The SIM will then connect to the network and you'll receive a second message alerting you that your bundle is active. This can take a few minutes or a few hours depending on when you land.
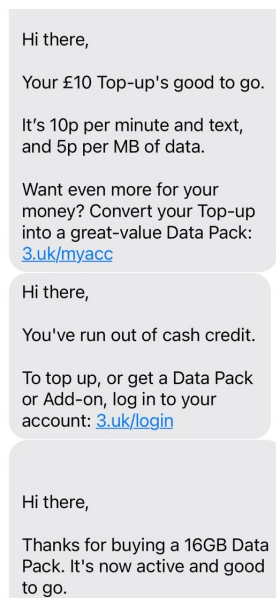
If you have not received the last text, reach out to us with your phone number and we can manually activate it!

2. My data isn't working...

1   Check that you have **Data Roaming** & **Mobile Data** turned on in your Settings.

2   Make sure that you have changed your **APN** settings to match the following:
Name: 3
APN: three.co.uk
User name: [leave this field blank]
Password: [leave this field blank]
MMSC: http://mms.um.three.co.uk:10021/mmsc
MMS proxy: mms.three.co.uk
MMS port: 8799
APN type: internet + mms

3   **Restart** your phone

4   If it's still not working, try the SIM on another phone to see if it'll work there.

3. I'm having issues making phone calls or text messages...

This SIM only comes with:

- Calls & texts to UK landlines & mobiles whilst in the UK
- Calls & texts to European + UK numbers whilst in other European countries

It does <u>not</u> come with calls or texts when you're outside of Europe or the UK. It'll be data-only!

If you try to make a call outside these parameters, you will receive a message telling you to top-up. You can ignore it.

We'd highly recommend using data applications like FaceTime, Whatsapp, Facebook Messenger, iMessages, Viber or Skype to make call and texts to Australia or USA. This will work using the 12GB of data you have allocated to you.

1   Check that you have the country code in front of the number you're trying to call.

> If you're trying to call an Italian number, use +39 in front of the number like this +39 06 444 0364

> If you're trying to call a UK number, use +44 in front of the number like this +44 71 23 456 7891

You can find a list of country codes here: [https://countrycode.org/ (https://countrycode.org/)](https://countrycode.org/)

2. If it's still not working, then you will need to manually switch network providers through your settings

<u>Apple</u>

Settings > Mobile > Network Selection > Disable Automatic > Wait for networks to pop up and select another one > Restart your phone

<u>Android</u>

Settings > Connections > Mobile Networks > Network Operators > Search networks manually > Wait for networks to pop up and select another one > Restart your phone

*Note: May differ depending on your device - If these instructions don't match, explore your settings until your find **Network Selection or Network Operators***

Which one do I choose?

Try any of them and if one doesn't work, try another one!

4. "No Service"

I've just put my SIM in my phone and it says No Service....

If you've inserted the SIM into your phone and you didn't get a 'Welcome' text message or it says 'No Service', you will have to **manually select a network** through your settings.

<u>Apple</u>

Settings > Mobile > Network Selection > Disable Automatic > Wait for networks to pop up and select one

<u>Android</u>

Settings > Connections > Mobile Networks > Network Operators > Search networks manually > Wait for networks to pop up and select one

*If it doesn't connect, you might need to **click on one a couple of times** and then restart your phone.*

Note: May differ depending on your device - If these instructions don't match, explore your settings until your find Network Selection or Network Operators

Which one do I choose?

Try any of them, and if it doesn't work, try another one!

It's still not working...

Try the SIM in another phone if you can, and see if it'll activate.

5. "No SIM"

1. Take the SIM out and put it back into your phone and restart
2. Try the SIM in another phone
3. If it's saying No SIM in 2 different phones, then contact us!

6. I keep getting messages telling me to top-up

If your data, calls & texts are working, just ignore the messages telling you to top up!

If your data, calls or texts <u>aren't</u> working, follow the troubleshooting steps above!

1. My data isn't working
2. I'm having issues with calls or texts

7. I'm overseas and I've run out of data, how do I top-up?

This SIM is 'non-rechargeable' because the only ways to top-up are:

- By physically going into a ThreeUK store in the UK
- Online with a UK credit card and address

If you have access to these methods, then you can top-up!

If you don't and you need to access more data, we recommend you grab a SIM locally 😊

I've tried everything and it's still not working

These instructions and guides are based on our most frequently asked questions. If your question isn't answered, just contact us and we'll be happy to have a chat.

Our mission is for you to have smooth sailing on your travels and not be fussing around with your SIM card!

In order to get your SIM working as quickly as possible, we're going to need you to work with us.

Please answer the following questions when contacting us:

- Which SIM have you bought?
- Where are you located?
- When did you activate and what happened when you activated?
- Did you receive your new number via text? If so, what is it?
- What troubleshooting steps have you tried?
- Please send through a screenshot of your Mobile Network settings and your APN settings with the WiFi turned off and your mobile data turned on so we can see what's going on.
- Any other details that might help us help you!

You can contact us a [hello@simsdirect.com.au (https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au)](https://simsdirect.helpdocs.iomailto:hello@simsdirect.com.au)

Money-Back Guarantee

These SIMs aren't perfect and neither are we!

There is always the possibility of manufacturing issues or 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 to us that our customers are looked after, and we are here to support you as much as possible. We wouldn't be able to do this without you!

In order to claim your Money-Back Guarantee, you'll need to contact us and we'll try to troubleshoot the issue with you. If we can't get it sorted, we'd be more than happy to give you a refund.

SimsDirect