

USA, Canada & Mexico 15GB & Unlimited AT&T Troubleshooting Guide

Troubleshooting Guide

1. My data isn't working

If you've just activated your SIM

If you've just activated your SIM and you've got a signal, you might need to check a couple of things to get your data 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: NXTGENPHONE
APN: NXTGENPHONE
User name: Not set
Password: Not set
- 3 Restart your phone
- 4 If it's still not working, try the SIM in another phone to see if it'll work there.

If you've been using your SIM but suddenly your data has stopped working

- 1 Check that you have data balance left by dialling *777#
- 2 Try turning your device off and on
- 3 Try to remove the SIM from your device and re-insert it
- 4 [Check the coverage \(https://www.att.com/maps/wireless-coverage.html\)](https://www.att.com/maps/wireless-coverage.html) in the area you're in, remember to click AT&T Prepaid at the top
- 5 If your phone says it's connected to LTE or 4G but the data isn't working, try to manually turn off LTE/4G to connect to 4G/3G.

Apple:

Settings > Mobile > Mobile data options > Disable LTE > Restart

Android:

Settings > Connections > Mobile Networks > Network Mode > Switch to 3G/2G > Restart

It might look different depending on your device! If these instructions don't match exactly, explore your settings until you find **Network Mode**

2. I'm having issues making calls or texts

This SIM comes with calls & SMS to US, Canada and Mexico numbers.

Calling/texting Canada numbers

- 1 Make sure you're using the correct country code

Dial **+1** before the number you're dialling

Calling/texting Mexico numbers

- 1 Make sure you're using the correct country code

Dial **+52** before the number you're dialling

Contacting for help

Contacting us

Still need help? 🙋

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?
- What device are you using?
- When did you activate and what happened when you activated?
- 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 techsupport@simsdirect.com.au
(<https://simsdirect.helpdocs.io/mailto:techsupport@simsdirect.com.au>), 📧

Contacting AT&T Mobile

If you're having issues with your SIM, you can get in touch with AT&T Mobile Customer Service. The options to contact them are:

- 1 Dial **611** from your phone
- 2 Dial **888-331-0500** from another phone
- 3 Contact them on social media [Twitter \(https://www.twitter.com/atthelp\)](https://www.twitter.com/atthelp) | [Facebook \(https://www.facebook.com/ATT\)](https://www.facebook.com/ATT)

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.

