

Europe & UK SIM Card Data-Only | 44 Countries | 100GB | 30 Days

First things first...

- 1 Make sure that you're in one of the 44 countries where the SIM works! 🌍
- 2 Make sure you have **Data Roaming** turned on and you've restarted your phone.

How do I activate?

- 1 We will activate your SIM card on the date that you provide during checkout. You can read more about how it works in the next section below 📌
- 2 Once you arrive at your destination country, insert the SIM into your device.
- 3 Turn on **Data Roaming** in your settings
- 4 **Restart** your device
- 5 You'll receive a text letting you know your credit has been applied.
- 6 After your SIM is connected, you'll receive another text letting you know that your SIM is activated and your 30 days will begin.

Easy peasy! 🙌

It's important to note; we activate your SIM card at 2pm AEST (4am GMT) on the day that you set as your activation date during checkout.

Once we activate it, the network will continually check to connect your SIM to the network.

This connection can take anywhere from a few minutes to a few hours. If your SIM has not connected in a few hours, please contact us with your phone number via email at hello@simdirect.com.au (<https://simdirect.helpdocs.iomailto:hello@simdirect.com.au>) or

hello@simify.com (<https://simdirect.helpdocs.io/mailto:hello@simify.com>). We will be able to check whether your SIM is active.

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', it's possible that it hasn't been activated yet. Our system automatically activates these SIMs at 2pm Sydney time on the nominated date - simply message us to let us know that you need an earlier activation and we can help you out :)

You can also try to **manually select a network** through your settings.

Apple

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

Android

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 you 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.

My SIM was working great but suddenly it says "No Service"

Sometimes the SIM can stop working. When this happens:

- Turn on Airplane Mode for 1 minute

- 1
- 2 Turn off Airplane Mode - this should reboot the connection!

My device says "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!

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

Sometimes even if you do everything right, the SIM still doesn't work! SIM cards and mobile phones are technical products so it's impossible for everything to work perfectly all the time. 🙄

If you still need help, the best step is to contact O2 directly via their phone number: +44 7860 980 202

O2 Opening times	
Monday - Friday	8am - 9pm
Saturday	8am - 8pm
Sunday	8am - 6pm

How do I find my number?

You can find your phone number through your phone settings or your contacts.

For Apple:

Settings > Mobile > Mobile Plans > You can find your new UK number (it'll start with +44)

Alternatively:

Phone > Contacts > My Card > Your number will be there

For Samsung/Android:

Settings > About Phone > Under "My Phone Number"

Alternatively:

Contacts App > Tap on name or profile > Your number will be there

How do I check my balance?

You will need to register and create an account with O2 at <https://accounts.o2.co.uk/register> (<https://accounts.o2.co.uk/register>) after you have activated your SIM card. You can follow the registration instructions and your data balance will be available for you.

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:

For iOS devices

Name: o2 internet

APN: payandgo.o2.co.uk

User name: vertigo

Password: password

Ensure 'password' is typed in and not blank.

For Android devices

Name: o2 internet

APN: payandgo.o2.co.uk

Proxy: [leave this section blank]

Port: [leave this section blank]

User name: o2

Password: p

MCC: 234

MNC: 10

Authentication type: PAP

APN Protocol: IPV4

APN Roaming Protocol: IPV4

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

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 an O2 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 keep getting messages telling me to top-up

If your data is working, just ignore the messages telling you to top up!

Also, make sure you check your balance by calling 4444 to see your expiry and data balance! 🙄

Can I call USA or Australia with this SIM?

Unfortunately, this SIM doesn't come with calls/texts to USA or Australian numbers!

We'd highly recommend using data applications like FaceTime, Whatsapp, Facebook Messenger, iMessages, Viber or Skype to make calls and texts instead. This'll use the 100GB of data you have allocated to you.

Read [this \(https://simsdirect.com.au/blogs/travel/how-to-text-and-make-internet-calls-for-free-when-you-travel\)](https://simsdirect.com.au/blogs/travel/how-to-text-and-make-internet-calls-for-free-when-you-travel) neat little article about ways to call home!

I'm having issues making phone calls or text messages

This SIM does not come with calls or texts as it's data-only! You can still receive phone calls or text messages though.

We'd highly recommend using data applications like FaceTime, Whatsapp, Facebook Messenger, Zoom or Google Meet to make call and texts to Australia or USA. This will work using the 100GB of data you have allocated to you.


Can I hotspot/tether from my phone?

Yep, you can hotspot/tether from your phone.

Additional things to know

- Only works in **unlocked mobile phones**
- Your SIM will be ready to use based on the activation date you provide during checkout
- No expiry - can be held inactive as long as needed
- Can receive calls & texts from Australia/US
- Cannot call or text Australia/US
- Non-rechargeable

Contacting us

These guides are based on our most frequently asked questions. If you can't find what you're looking for, feel free to reach out to us and we'll try our best to provide assistance. You can reach us at hello@simdirect.com.au (<https://simdirect.helpdocs.iomailto:hello@simdirect.com.au>), or hello@simify.com (<https://simdirect.helpdocs.iomailto:hello@simify.com>). 

Before contacting us, please have the following information ready:

- Which SIM have you bought?
- Where are you located?
- When did you activate and what happened when you activated 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!

Where does this SIM work?

England	France	Mayotte
Ireland	French Guiana	Netherlands
Northern Ireland	Germany	Norway
Wales	Gibraltar	Poland
Scotland	Greece	Portugal
Austria	Guadeloupe	Reunion
Azores	Hungary	Romania
Belgium	Iceland	Saint Barthelemy
Bulgaria	Italy	Saint Martin
Canary Islands	Latvia	San Marino
Croatia	Liechtenstein	Slovakia
Cyprus (not Northern Cyprus)	Lithuania	Slovenia
The Czech Republic	Luxembourg	Spain

Denmark	Madeira	Sweden
Estonia	Malta	Vatican City
Finland	Martinique	

Money Back Guarantee

The telecommunications industry is exceptionally technical, and although we try our hardest to provide each and every single one of our customers with reliable SIM cards, there are certain manufacturing and network errors that are simply out of our control. However, this is why we have implemented our money-back guarantee, to protect our customers 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. You can contact us at hello@simsdirect.com.au (<https://simsdirect.helpdocs.io/mailto:hello@simsdirect.com.au>) or hello@simify.com (<https://simsdirect.helpdocs.io/mailto:hello@simify.com>). 