

Europe & UK 37GB Data-Only| 28 day | Vodafone ES

First things first...

You need to keep a record of the **PIN and PUK** as you need to re-enter it if you turn off your device. If it's lost then there is no way to recover it, as we do not keep this information on our end.

We recommend taking a photo of it or write it down!

Make sure you're in one of the 40 countries in which the SIM works, ensure you have **Data Roaming** turned on, and restart your phone. 🌐

You will be able to nominate a date once you receive your SIM, just follow the prompts on our packaging!

In order to have a smooth activation process, please make you give us the correct activation date. Once activated, connection to the network can take anywhere from a few minutes to a few hours.

Ensure you nominated the correct dates for us to activate your SIM. We usually recommend you nominate on the day you arrive at your destination. If you are unsure, please reach out to us. 📅

How does activation work?

- 1 We will activate your SIM card on the date that you provide.
- 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 and your 28 days will begin.

The messages you receive from the network will be in Spanish, as Vodafone Spanish is a Spanish SIM.

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 the SIM, 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 via email at hello@simdirect.com.au (<https://simdirect.helpdocs.io/mailto: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.

My data isn't working

- 1 Check that you have **Data Roaming & Mobile Data** turned on in your Settings.
- 2 Make sure the **APN** settings match the following:

For iOS devices

APN: airtelwap.es

User name: wap@wap

Password: wap125

LTE:

APN: blank

User name: blank

Password: blank

For Android devices

Name: Vodafone ES

APN: telefonica.es

User name: wap@wap

Password: wap125

- 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 having issues making phone calls or text messages

This SIM comes no calls and texts.

We'd highly recommend using data applications like FaceTime, Whatsapp, Facebook Messenger, Zoom or Google Meet to make calls and texts to Australia or USA. This will work using the data allowance that you have purchased.

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.

iPhone:

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: Settings may differ depending on your device - If these instructions don't match, explore your device's settings until you find "Network Selection" or something along those lines.

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:

- 1 Turn on Airplane Mode for 1 minute
- 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 device and restart
- 2 Try the SIM in another device
- 3 If it's saying No SIM in 2 different devices, then contact us!

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

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!

How do I find my number?

Your phone number will be automatically sent to you once you insert your SIM in your phone and turn it on when you're in Europe. This will be a Spanish phone number.

If someone would like to call you, they will need the Spanish country code +34 followed by your number.

How do I check my balance?

To check your data balance, you will need to create an online account with Vodafone and follow the prompts.

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

Unfortunately, this SIM cannot be recharged or topped up.

If you are already overseas and you need to access more data, we recommend you grab a SIM locally. 😊

What's included and things to know

- 37GB of data
- 5G & 4G data speeds
- Hotspot/tethering enabled in Europe and UK
- No calls & texts included (data-only SIM)
- 28 days of usage once activated
- 3 in 1 SIM size (nano, micro & standard)
- Roams freely in 40 countries (see 'where it works' below)
- No expiry, unless used
- Not affected by Brexit
- Comes with a SIM tray opener

- **No expiry** - can be held inactive as long as needed
- Activation date needed - read **Activating your Travel SIM Card** below
- Simple plug & play activation
- No ID registration needed
- Only works in unlocked mobile phones and tablets/iPads
- No recharges available - this is a one time use SIM card
- This SIM is with **Vodafone Spain**- all text from the network will be in Spanish

Where does this SIM work?

Albania	Denmark	Ireland
Austria	Estonia	Iceland
Belgium	Finland	Italy
Bulgaria	France	Reunion
Cyprus	French Caribbean	Latvia
Croatia	Germany	Liechtenstein
Czech Republic	Gibraltar	Lithuania
Hungary	Greece	Luxembourg
Holland	Malta	Monaco

Portugal	Norway	Poland
Romania	Slovakia	Slovenia
San Marino	Sweden	Switzerland
Spain	Turkey	United States
United Kingdom		

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 a hello@simdirect.com.au (<https://simdirect.helpdocs.io/mailto:hello@simdirect.com.au>) or hello@simify.com (<https://simdirect.helpdocs.io/mailto:hello@simify.com>). 

