

**Android**  
 Go to **Settings** > **More** > **Cellular Networks** > **Access Point Names** > **New APN**

**iPhone / iPad**  
 Go to **Settings** > **General** > **Cellular** > **Cellular Data Network** > **turn ON Data Roaming** > scroll down to **Cellular Data Network** > **APN**

Below are the shortcuts to the APN settings for some popular handset types:

**Name: Mobal**  
**APN: internet** or **wap.vodafone.co.uk**  
 Username and Password can be left blank.

The APN needs to be configured as follows:

To use data, simply enable **Data** and **Data Roaming** on your handset.  
 Normally, no further set-up is required, however on some handsets it may be necessary to enter the Access Point Name (APN) manually.

### Cellular Data



**If you need any extra advice, please don't struggle alone. Our experienced Support Team are here to help you!**

**Email:** support@mobal.com  
**Phone (USA):** +44 212 785 5800  
**Phone (Europe):** +44 1543 426999  
**Website:** www.mobal.com/support

### Lost or Stolen SIMs

**You are liable for all usage charges incurred until you notify us of the loss or theft.**

It is very important that you contact us immediately on +12127855800 to request disconnection of the service. This number is available 24 hours a day, 7 days a week.

**Please DO NOT report your SIM lost or stolen by email. To ensure immediate deactivation always call +12127855800.**

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### Mobal Europe Plus SIM Card User Guide

**Your SIM Serial Number:**

**Your Activation Code:**

**Your SIM PIN: 0000**

*You can use your SIM PIN to protect your SIM from unauthorized use.*

*Refer to your handset's user guide for details.*

*If your SIM PIN is entered incorrectly 3 times, your SIM will become blocked and you will need to use the PUK to unblock it. If you need your PUK code, please contact us.*

### IMPORTANT

Your SIM must be activated before use.

To set the activation date, simply visit

**www.simactivations.com**

*Please note, activations can take up to 2 working days to process.*

### Customer Service

**Email:** support@mobal.com  
**Phone (USA):** +1 212 785 5800  
**Phone (Europe):** +44 1543 426999  
**Website:** www.mobal.com/support

### Inserting your SIM

Your SIM is attached to this User Guide. You will need to remove the appropriate sized SIM for your handset from the larger plastic surround and insert it into your phone.

Exactly how the SIM fits into your phone will depend on the phone you have, and you should consult your handset's user guide for more information.

If your phone shows "Insert SIM", "No SIM", "SIM Error" or a similar message then your SIM may not have been inserted correctly. Remove the SIM and try again. Make sure the SIM is the right way round, and that its metal contacts are clean.

If your SIM is correctly inserted but you are outside of a network coverage area then your phone will display a "No Service" or "No Network Coverage" message.

When you have finished using your SIM, there is no need to contact us or to return it; simply destroy the SIM by cutting or shredding, and dispose of it responsibly.

If you wish to use your SIM for longer, we can extend the service on a month-by-month basis for the same monthly fee. Each month you'll get another 1GB of data for FREE and the same great usage rates. To extend your service, simply email [extend@mobal.com](mailto:extend@mobal.com).

We'll activate your SIM for one month (30 days) from the date you request. The service will finish one calendar month after the activation date.

Your SIM must be activated before use. To set the activation date of your SIM, simply follow the instructions on the front of this guide. We will email your phone number to you as soon as your SIM is active. Please note, activations can take up to 2 working days to process.

### Activating your SIM

## Making Calls

It's really easy to make calls with your Europe Plus SIM! **All you need to do is remember the same dialling procedure**, which will work no matter where you are in the world.

**+** COUNTRY CODE AREA CODE (without the 0) PHONE NUMBER CALL

The + represents the international dial-out code for the country you are calling from. Depending on your handset model you get the + to appear in one of two ways:

**For phones where the + shares the 0 key:** Simply press and hold the 0 key until the 0 changes into a +

**For phones where the + shares the \* key:** Simply press the \* key twice, quickly, so that the \* changes into a +

For example, to call our USA Support number (212-785-5800), from anywhere in the world, dial +, then **1** (the USA country code), then **2127855800**, then the **CALL** key...

**+** **1** **212** **785 5800** **CALL**

As another example, to call our Mobal office in the UK (01543 426999), from anywhere in the world, dial +, then **44** (the UK Country code), then **1543426999** (without the leading zero), then the **CALL** key...

**+** **44** **1543** **426 999** **CALL**

## Billing and your online 'MyAccount'

Your SIM gives you 1GB of FREE, fast data; FREE incoming calls and FREE incoming texts in over 100 countries.

For a full list of usage rates, please view the tariff online. Any chargeable usage will be billed to your credit card.

Usage charges are taken from your credit card as and when we receive the usage information from the networks. Due to delays in receiving information from networks, usage may be charged several months after it was used. You will be sent statements detailing the charges that we have taken, including fully itemised lists of the calls you have made.

## Calling to your Europe Plus SIM

The phone number for your Europe Plus SIM is printed on the front of this guide. It is a UK phone number.

Callers from the USA simply prefix your number with 011, for example: 011 44 7XXX XXXXXX. Callers from most European countries simply prefix your number with 00, for example: 00 44 7XXX XXXXXX

## Voicemail

Your voicemail service will be automatically set-up for you when you activate your SIM.

To access your voicemail simply dial 121 from your SIM and follow the voice prompts.

When someone leaves you a voicemail message, you will receive a text message to notify you that you have a message waiting.

## Calling the Emergency Services

**Dial 112 for Emergency Services worldwide.**

## SMS Text Messaging

Your SIM can send and receive SMS messages worldwide.

To send a text message, enter the phone number in exactly the same way as when you make a phone call (see Making Calls for more details):

**+** COUNTRY CODE AREA CODE (without the 0) PHONE NUMBER

Please note that text messaging cannot be expected to be 100% reliable. Text messages can be delayed, corrupted, or sometimes not delivered at all. We recommend that if your message is urgent or critical that you always call rather than text.

### Network Text Messages

You may receive some welcome messages or information messages from the local networks as you travel. The information contained within these messages does not relate to your Mobal service. Please simply ignore these messages and delete them to keep your inbox clear. Messages relating to your service will always clearly show the sender as "Mobal".