

Quick Start

1. Insert your Japan Tourist SIM.
2. Enter the APN settings shown in this guide.
3. Turn your device off, then on again.

Your SIM will connect within 30 minutes. It is valid for 31 days from the date that you first connect to the network.

APN Settings

Enter the following APN settings (on iPhone, this usually happens automatically).

Name: Mobal

APN: ppsim.jp

Username: pp@sim

Password: jpn

Turn your device off & on again, then wait a few minutes to connect to the network.

iPhone users:

If your APN Settings don't update automatically, download the APN profile at mobal.com/apn-tourist



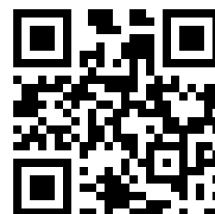
User Guide

Japan Tourist SIM 31 Days

Need Help?

Unfold this guide to find useful troubleshooting tips!

You can find even more support at our website:



mobal.com/touristdata

Why isn't my SIM working?

- Occasionally, auto-activations are paused for system maintenance. This happens on some Tuesdays and Wednesdays overnight between 10pm and 10am. If you use your SIM for the first time during this period, it might not work. If this happens, please wait until 10am.
- Your device needs to be unlocked and support 3G/4G band 1 (2100MHZ) frequency.
- If your device fails to automatically connect to the network, please perform a network search and then manually select the Docomo IJ network.
- There could be an issue with your APN settings. Follow these steps:
 - Delete all APN profiles saved in your device and then reboot.
 - (iPhone only) iPhone settings should update automatically. If your APN Settings don't update automatically, download the APN profile at mobal.com/apn-tourist and follow the instructions on your device.
 - (Android only) Create a new profile using the APN settings overleaf.
- If you've tried all of the above and you're still experiencing issues with your SIM, please visit mobal.com/touristdata for more help.

FAQs

Do I need to activate my Japan Tourist SIM?

Your SIM will activate automatically when it connects to the network (Docomo/IJ) in Japan. All you need to do is follow the instructions in this guide. Note that it may take up to 30 minutes for your SIM to connect to the network.

When does my duration begin?

Your 31 day duration will begin from the time you first connect to the Docomo (IJ) network in Japan.

Can I extend the service duration?

It's not possible to extend the service duration. Your SIM will be permanently disconnected after 31 days.

Do I get a phone number?

The Japan Tourist SIM is data-only. If you wish to make calls or send texts, you can use apps like Facetime, Skype, WhatsApp, etc. If you do need a SIM with a real Japanese phone number, check out our Japan Unlimited SIM at mobal.com