

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

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

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

**Name: Mobell**  
**APN: epc.t-mobile.com or fast.t-mobile.com**  
 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.

Your SIM gives you FREE, unlimited data throughout the USA. Data slows down after 2GB, but never stops.

### Cellular Data

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.

### Inserting your SIM

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.

- 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.
- 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 continue to get the same great rates, free texts and free data usage. To extend your service, simply email [extend@mobal.com](mailto:extend@mobal.com).
- 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.

### Activating your SIM

  
**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):** +1 212 785 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.**

SP107: 23FEB2017

  
**Mobal USA Visitor SIM Card User Guide**

**Your SIM Serial Number:**

**Your Activation Code:**

**Your SIM PIN: 1234**

*You can use your SIM PIN to protect your SIM from unauthorized use. Refer to your handset's user guide for details.*

**Your PUK Code: See SIM Card**

*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.*

### 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

## Making Calls

**It's really easy to make calls with your USA Visitor SIM!**

### US Calls

To make a call to a US number, simply dial **1** then the **rest of the number**.



For example, to call Mobal in the USA (**2127855800**), dial **1**, then **2127855800**, then the **CALL** key:



### International Calls

To make an international call, simply dial **011**, followed by the **Country Code** of the number you are trying to reach and then the **rest of the number**.



For example, to call Mobal (**01543426999**) in the UK, dial **011**, then **44** (the UK Country Code), then **1543426999** (without the leading zero), then the **CALL** key:



## Billing

You get FREE unlimited data & texts in the USA! If you make any chargeable calls, charges will be billed to your credit card.

You can view online statements detailing the charges that we have taken, including fully itemized lists of your usage, at **[www.mobal.com/myaccount](http://www.mobal.com/myaccount)**.

Here you can also check your rates, view coverage maps, and find technical support information. Your myaccount log-in information will be emailed to you when you activate your SIM. Our credit card transactions are processed at our billing center in the UK; you are advised to notify your credit card company to expect charges from the UK.

This can help avoid your credit card company rejecting our charges. Your credit card statements will show the reference **"Mobal +1-212-785-5800"**.

## Calling to your USA Visitor SIM

Your USA Visitor SIM has a US phone number.

Callers in the USA simply dial your US number to reach you. Callers from outside the USA simply prefix your number with the appropriate international dial out code.

## Voicemail

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

To access your voicemail simply dial **123** from your SIM and follow the voice prompts.

If you hear a "Please leave your message for..." announcement when you dial 123, interrupt the greeting by pressing **"\*"**. You will then be prompted to enter your voicemail password. If you have not already set up a password, enter the last 4 digits of your phone number and press **"#"**. You will then be able to access your voicemail mailbox.

## Calling the Emergency Services

**Dial 911 for Emergency Services.**

## SMS Text Messaging

Text messaging is totally FREE and unlimited! You can receive texts from anywhere - and send texts to anywhere in the world - all totally free of charge!

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).

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 Mobell 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".