

World SIM User Guide



worldmobile

Before Traveling:

Visit my.worldmobile.com to Top-up & manage.

***Before your first use, Activate your initial Top-up.**

Upon Landing Abroad:

1. Swap the **World SIM** with your Home SIM (during your flight).
2. Activate **Data roaming** (your WhatsApp will function normally abroad).

iPhone: Settings > Cellular > Cellular Data Options

Samsung: Settings > Connections > Mobile networks

Android: Settings > Tap on search **Q** > **Write:** Roaming > Always

Free Dial Services: Top-up & manage: **+120** SIM numbers: **+170**

Check balance: **+140** Keep your number: **+160** Support: **+180**

Calling Worldwide:

Dial from your contacts **OR** + Country code - Area (No 0) - Tel.

***SMS can be received on the +44 number of the World SIM.**

Troubleshooting:

- 1. For Any Issue:** Restart your mobile & dial **+120** to check your balance.
- 2. Locked Phone:** If a PIN or unlock code is requested, contact your mobile carrier to unlock it or use another phone as a Wi-Fi hotspot.
- 3. Calling Issues:** Dial: ***126*** Country-Area (No **0**)-Tel.# (answer callback).
- 4. Network Issues:** Manually select another network until connected.
iPhone: Settings > Cellular > Network Selection > Auto. off
Samsung: Settings > Conn. > Mobile net. > Network oper. > Auto. off
Android: Setting > Sim & mobile n. > **World SIM** > Mobile n. > Auto. off
- 5. Internet Issues:** Ensure **Data roaming** is ON. If not solved, **set APN:**
iPhone: Settings > Cellular > Cellular Data Net. > APN: **mobiledata**
Android: Settings > Tap on search **Q** > **Write:** Access Point Name > Add / New APN > Name: **worldmobile** & APN: **mobiledata** > Save & Select.

For more information visit: www.worldmobile.com/support