INTERNATIONAL SIM CARD

Quick Start Guide





- Your SIM card needs to be activated before you can use it
- · You may be required to purchase CREDIT to activate
- You will receive your +44 Global phone number once you have completed the activation process

1. ACTIVATE YOUR SIM CARD

- Visit www.rechargeminutes.com or open the JT TravelApp (download free from the App store or Google Play)
- 2) Enter the SERIAL CODE printed on your SIM card



2. SETUP YOUR DEVICE

- 1) Ensure your device is unlocked and works with the frequency of the countries you are traveling to.
- 2) Choose the correct SIM size required for your device and push it out from the plastic card
- 3) Turn off your device and insert the SIM in the SIM slot or tray
- Turn your device on. Once connected to a network, set up data using instructions provided in this user guide (Refer 'Setting up data and internet')
- 5) You are good to go!

3. ACCESS & MANAGE YOUR ACCOUNT

Use the **JT TravelApp** (jttravelapp.com) or visit **rechargeminutes.com** to manage your account:

Log in using your +44 Global phone number and PIN chosen during activation

- Add or recharge credit
- Purchase value-for-money bundles
- Review your balance, usage and receipts
- Check latest information on coverage and rates



You can also add credit by calling **181** from your device (free of charge) or by calling our 24/7 Customer Service (charges may apply).

24/7 Customer Service

If you require assistance, please contact us in one of the following ways:

- 1. Send an email to help@rechargeminutes.com
- 2. Dial 154 directly from your device
- 3. Dial the access number for the country you are calling from

 USA
 1888-310-4168
 France
 0805-113-721*

 Canada
 1-888-513-8804
 Germany
 0800-000-6484

 Australia
 1-800-094-747
 UK
 0800-028-2402

 * Press 0# to speak to Customer service

For a complete list of numbers refer to **ekit.com/ekit/CustomerService**EKT1738 MAY16 - Correct at May 2016. Refer to www.ekit.com/terms for full Terms and Conditions

4. USING THE SERVICE

Turn your device on and when the device registers with a network it is ready for use.

MAKING A CALL

Dial:



country code





Example: To call (213) 337-5555 in the US, you need to dial







213



Please note, you must dial the country code even if you are making a local or national call and drop the leading zero if the number you are calling has one.

Your calling experience will vary based on country. In some countries callback technology is used (a method of keeping your international calls at low-cost). You will experience one of the following:

DIRECT CALLING



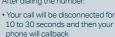
After dialing the number:

 Your call will be placed and connected as if you were back home

You will experience direct calling in most of Europe, Australia, NZ, USA and more

CALL BACK





 Answer the call. After a few seconds your call will be connected

SENDING A TEXT MESSAGE

Compose your message as normal, entering the number you wish to send the message to, remembering to include the country code and area code. Refer to step 1 on Making a Call (above) for instructions on how to dial a number.

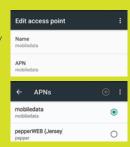
SETTING UP DATA AND INTERNET

Android devices

- 1. Select Settings > Wireless & Networks > More > Mobile Network
- 2. Switch on Data roaming



- 3. Select Access Point Names (APN)
- 4. Add a new APN by pressing + or menu key
- **5.** Enter 'mobiledata' as Name for APN. Select **Save** from the menu options
- 6. Select the new APN titled 'mobiledata'
- 7. Go to Settings > Data usage.
 Ensure **Mobile data** is switched on



iPhone and iPad

- 1. Select Settings > Cellular Data (or Mobile Data)
- 2. Ensure Cellular Data (Mobile Data) is On and Data Roaming is ON
- 3. Select APN Settings, and in the APN field enter 'mobiledata' Leave all other fields blank.
- 4. Press the menu button
- 5. Launch the internet browser

