



A guide on How to Set Up Your Travel SIM

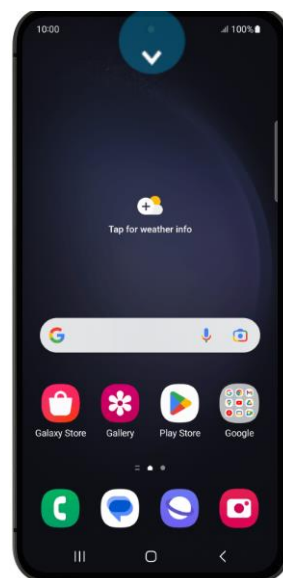
Android Phone

1. Insert the Zero1 2Go Travel Data SIM card into your phone

- Upon arrival at your destination, insert the physical Zero1 2Go Travel Data SIM card into your Android mobile phone

Note: If you have two SIM cards, remove the other SIM card while you perform this setup. You may insert back the other SIM card upon completion of this setup, however, do check your connections when you roam in case you incur roaming charges on the other SIM card. To prevent accidental roaming connections on your other SIM card, you may wish to have only the Travel SIM card in your phone while you are overseas.

Step 1

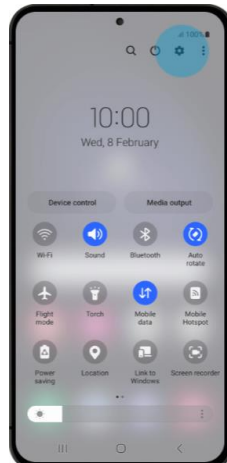




2. Open the Settings menu

- Swipe down from the top of the screen to open the *Quick Settings* menu
- Tap on the *Settings* gear icon to open the *Settings* menu

Step 2



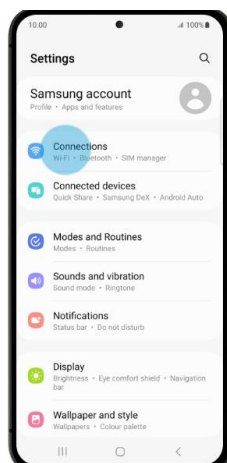
Note: For other Android versions, you may find *Settings* in the *All Apps* screen.

To access the *All Apps* screen, swipe up or tap on the *All Apps* button on your *Home* screen. Once you are on the *All Apps* screen, scroll to get to the *Settings* app and tap on it to open the *Settings* menu.

3. Select Connections from the Settings menu

- On the *Settings* menu, select *Connections*

Step 3



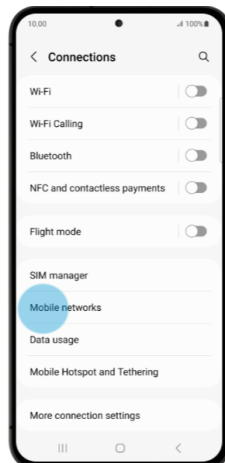
Note: On some Android devices, this tab may be labelled “*Network & Internet*”.



4. Select Mobile Networks from the Connections Menu

- On the *Connections* menu, scroll down and select *Mobile networks*

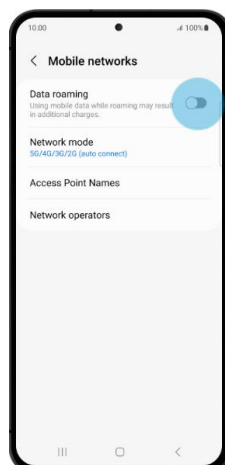
Step 4



5. Turn on Data Roaming under Mobile Networks

- On the *Mobile networks* menu, look for the *Data roaming* option.
- Make sure the *Data roaming* option is enabled. If it is disabled, toggle it on.

Step 5



- Once the set up is completed, the phone should display the mobile signal and carrier name, and you may start using the data service.
- If you are still unable to access the Internet, please restart your mobile phone.



iPhone

1. Insert the Travel SIM card into your phone

- Upon arrival at your destination, insert the physical Travel SIM card into your iPhone

Step 1



2. Open the Settings menu

- Tap *Settings* on the *Home* screen (or in the *App Library*)

Step 2

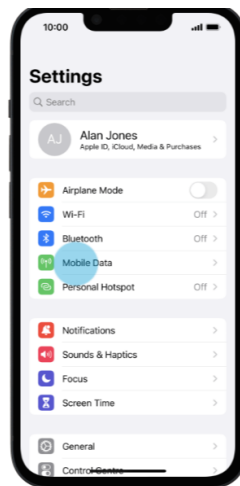




3. Select Mobile Data from the Settings menu

- On the *Settings* menu, select *Mobile Data*

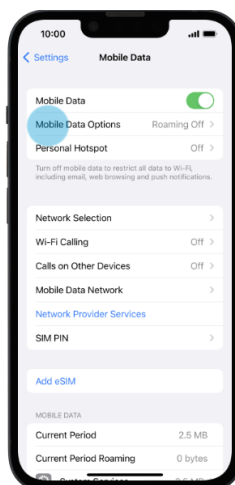
Step 3



4. Select Mobile Data Options from the Mobile Data Menu

- On the *Mobile Data* menu, select *Mobile Data Options*

Step 4

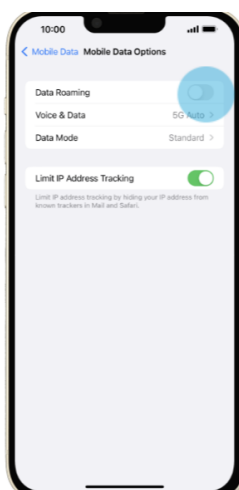




5. Turn on Data Roaming under Mobile Data Options

- On the *Mobile Data Options* menu, look for the *Data Roaming* option.
- Make sure the *Data roaming* option is enabled. If it is disabled, toggle it on.

Step 5



- Once the set up is completed, the phone should display the mobile signal and carrier name, and you may start using the data service.
- If you are still unable to access the Internet, please restart your mobile phone.



Troubleshoot guide

- **Note:** If the APN is not auto-populated, please enter the following APN setting:
bicsapn,asia.bics,america.bics
- For physical SIM: I have followed all the steps but I don't seem to be able to attach to the network after almost 10 minutes.
 - Sometimes it takes a while for the phone to attach. However if after 10 minute its still not attaching, do the following:
 - Set airplane mode on for a minute and then set it off and try connecting
 - Alternatively, go to the network settings and manually select the network
- I have attached to the network but I cannot access the internet or send and receive messages.
 - Please check the correct APN setting
 - Open your Settings app and tap Network & internet or Connections. Depending on your device, these options may be different.
 - Turn Wi-Fi off and mobile data on, and check if there's a difference.
 - If not, turn mobile data off and Wi-Fi on and check again.
- If your physical Sim still doesn't work
 - If you've tried all the methods above and still can't connect to Telecom Network, please contact us directly via facebook or Instagram

Note: At times, the activation may take a longer time for example, due to the carrier's system not responding or processing quickly. When this happens, However, this process should not take more than 10 minutes.

If you experience a much longer wait time, we would suggest that you go through the above steps again, and if it still fails, please escalate a ticket to Zero1's Customer Service.