

How to test the SIM card with a cellular phone

- 1) put SIM in unlocked phone
- 2) wait for the SIM to register a network (this can take a few minutes first time around so you probably want to suggest leaving it for 5 minutes)

If the SIM registers to a network please skip to step 4

- 3) If no network appears we can manually try and register a network
 - a. go to network settings
 - b. Select mobile networks
 - c. network operators
 - d. Hit search, if networks appear try and register to them

until there is success

If you are unable to register to a network at this point then please contact support and provide the number and we will look at the network logs.

- 4) If an internet enabled phone we now want to set the APN
 - a. go to settings
 - b. network settings
 - c. mobile networks
 - d. APN (access point name)
 - e. create new
 - i. name can be anything you like
 - ii. in APN, enter: data641003
 - f. Save
 - g. select APN or set as default

5) you should then be able to establish a data connection, you can reboot the device as well to make sure and double check the correct APN has been selected. Load a couple of webpages as well to test.