

WELCOME GUIDE

Before using the **KnowRoaming SIM**, there are 5 steps you must complete:

- Download the KnowRoaming App (pg. 3)
- Register SIM and load account with credit (pg. 4)
- Insert the KnowRoaming SIM into unlocked phone (pg.6)
- Learn how to set up the data connection (pg. 9)
- Learn how to make calls with the KnowRoaming SIM (pg. 12)

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Download KnowRoaming App 3

Before inserting your KnowRoaming SIM, connect to WiFi and download the **KnowRoaming App** from the Apple App Store or Google Play Store or use our web app: mobile.knowroaming.com

App features include:

- Register SIM and create account
- Load prepaid credit
- View voice and data usage and account balance
- Buy packages
- Check voice and data rates per country

Register SIM and Load Credit 4

KnowRoaming is a prepaid service so it will not operate until the SIM is registered and has credit loaded. If you have received a promotional voucher, enter the details during registration.

Register

Use the KnowRoaming App to register your SIM. To find your serial number, scratch off the gray box on the back of your SIM.

Load Credit

Add credit to your account with your credit card by

using the Load Account feature in the App. Also available is the convenient auto-reload option, to automatically reload your account when your balance falls below \$5.

Account Phone Numbers

View your free KnowRoaming number in the App. The number displayed will be the number you can be reached on and will appear as your caller ID.

You have the option of subscribing to additional numbers in the App. (See the “More Features” section of this manual for details.)

Insert the KnowRoaming SIM 6

This step can be completed either immediately before you depart or after you arrive abroad.

Remember: The KnowRoaming SIM is only compatible with unlocked devices. Ensure that your device is unlocked before use.



1. Remove your home SIM card from your device using the SIM ejector pin provided.
2. Using your fingers, carefully press out the SIM card size that fits your device from the KnowRoaming SIM holder. The plastic SIM holder has a 3-in-1 design that contains all SIM sizes: nano, micro and mini (full-size).
3. Insert the KnowRoaming SIM into your unlocked device.



The KnowRoaming SIM card holder can be used to store your home SIM after you remove the KnowRoaming SIM. Simply place your home SIM into the empty spot. Your SIM will fit snugly into the holder for safe-keeping.

