

knowroaming

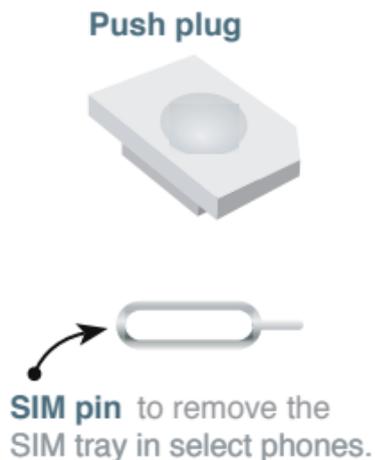
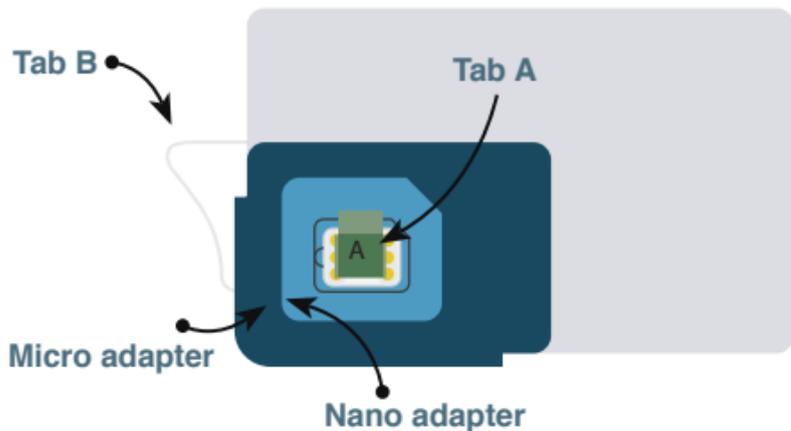
THE GLOBAL SIM STICKER
INSTRUCTION MANUAL



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THE APPLICATOR



APPLYING THE STICKER

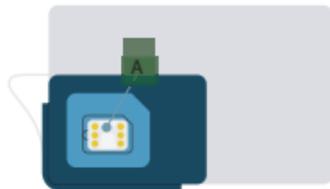
Visit [knowroaming.com/videos](https://www.knowroaming.com/videos) to watch our video guide for applying your sticker

- 1 Remove Tab A and place your SIM card in the cavity (gold side facing down and edges aligned).

NANO: Place directly in the light blue cavity.

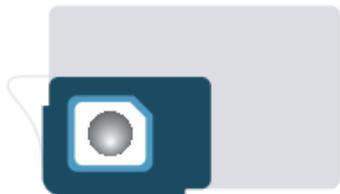
MICRO: Remove the light blue adapter and place in the dark blue cavity

MINI (full size SIM): Remove the dark blue adapter and place in the silver cavity.



- 2 MINI/MICRO: If you have removed the adapter place it back before proceeding.

- 3 Take the push plug and place inside the light blue cavity on top of your SIM card. Pick up the applicator and press on the push plug and edges of your SIM card with your thumb and forefingers. Hold firmly for 20 seconds.
- 4 Slowly peel back the B tab. The sticker will be attached to your card.
- 5 Place your SIM card back into your phone. Power off your phone and turn it back on.



THE KNOWROAMING APP

The KnowRoaming app will guide you through each phase of your trip. Please make sure you return to the app at the beginning of all three key phases:

- 1 **Before Your Trip**
- 2 **Arriving Abroad**
- 3 **Back Home**

Download the free KnowRoaming app from the Apple Store or Google Play Store. For Windows Mobile use the web app: mobile.knowroaming.com

REGISTER YOUR STICKER

After applying your sticker

1 Ensure your phone is unlocked

If you're unsure whether or not your phone is unlocked, contact your mobile service provider.

2 Register your sticker

Open the KnowRoaming app (or web app) and select "Register." Fill in all required fields to complete the registration.

3 Set up account

Follow the "Before Your Trip" steps (see next page).

PHASE 1:

BEFORE YOUR TRIP

Use the KnowRoaming App to



Load account

Add credit to your account. KnowRoaming is a prepaid service. Account credit is required to use any KnowRoaming voice, SMS and data services.



View KnowRoaming number(s)

Each KnowRoaming account comes with a free number. Select the Services tab in the app to view your KnowRoaming number. You can also subscribe to additional numbers through the app.



Subscribe to ReachMe (optional)

ReachMe lets you receive calls to your home mobile number while you're traveling abroad on the KnowRoaming network. It works by automatically forwarding your home mobile number to a local KnowRoaming number assigned to your account.

reach**me**

Note: ReachMe is not available for users based in certain countries. If you're not able to view the ReachMe option in your app, you will not be able to use ReachMe.

PHASE 2:

ARRIVING ABROAD

Shortly after arriving abroad, your phone will automatically switch to the KnowRoaming SIM Sticker and connect to a local mobile network.

Return to the KnowRoaming app to



Set Up Data Connection

To access data, you will need to set up your data connection. Open the app and follow all of the steps to install the KnowRoaming data profile and enable Data Roaming in your device Settings.



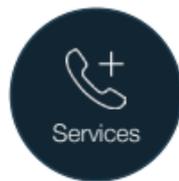
Calls/Messages with KnowRoaming

Through the app, learn more about using voice, SMS, and messaging services abroad with the KnowRoaming SIM Sticker.



Purchase and Activate Data Packages

Unlimited data packages can be purchased with your existing KnowRoaming credit. You can activate a data package immediately after purchase or at a later time.



Check Voicemail

Any missed calls will go to your KnowRoaming voicemail. With our visual voicemail system, you can listen to your messages right in the KnowRoaming app, without having to dial out. Alternatively, dial 605 to listen to your messages (Local outgoing per minute charges will apply).

PHASE 3:

BACK HOME

Shortly after returning home, your phone will automatically switch to your home SIM and connect you to your home network.

Return to the KnowRoaming app to



Set Up Data Connection

iPhone/Windows Mobile

Open the KnowRoaming app and follow the steps to return to your home data network and turn Data Roaming off in your settings.

Android

Your phone will automatically return to your home data network. Go to your device Settings to turn Data Roaming off.

FAQ

Does my phone need to be unlocked?

- Yes, your phone needs to be unlocked. Unlocking refers to removing the network restrictions on a phone so that it can be used with a SIM card from a different network. If you're unsure of whether or not your phone is unlocked, contact your mobile service provider.

Where can I view rates and check my account usage?

- The rates and usage sections in the KnowRoaming app are designed to put you in control of your spending. You can check the rates and view your account usage in the app.

How can I test KnowRoaming at home?

- The KnowRoaming SIM Sticker is designed to remain dormant while at home and only activate after you arrive in another country. To test before you travel or to use in your home country, refer to our support guide: support.knowroaming.com

Can I manually switch to and from the KnowRoaming SIM Sticker?

- Yes, you can manually switch to the KnowRoaming SIM Sticker and manually switch back to your home SIM card. Refer to our support guide to learn how: support.knowroaming.com

What are the SIM Applications/SIM Toolkit?

- The SIM Applications (in iOS and Windows Mobile) and the SIM Toolkit (in Android) contain the controls for the KnowRoaming SIM Sticker. Learn more at support.knowroaming.com

For more FAQ, please visit support.knowroaming.com

CUSTOMER SUPPORT

Watch our videos for step-by-step instructions: knowroaming.com/videos

Learn more at support.knowroaming.com

Contact our 24/7 Support Team:

info@knowroaming.com

1.888.357.7347

