

WELCOME GUIDE

Befo	re 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 make calls with the KnowRoaming SIM (pg. 12)

Learn how to set up the data connection (pg. 9)

Contents

Download KnowRoaming App	3
Register SIM and Load Credit	4
Insert the KnowRoaming SIM	6
Set Up Data Connection	
Learn How to Make Calls	12
Return to Home SIM Settings	14
More Features:	15
Voicemail	15
Subscribe to Additional Numbers	15
Purchase Packages	16
KnowRoaming Support	17

Download KnowRoaming App

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.

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.)

6

Insert the KnowRoaming SIM

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





8

- Remove your home SIM card from your device using the SIM ejector pin provided. 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).



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.

Set Up Data Connection





Set Up Data

IPHONE
Open the KnowRoaming App and select Data on the main page. Follow the prompts to install the data profile and then enable Data Roaming: go to your phone Settings > Cellular > Cellular Data Options > turn Data Roaming on. (If traveling

in Europe, also go to Settings > Cellular > Cellular Data Options > turn EU Internet off.)



Once you reinsert your home SIM card, return to the KnowRoaming App and select Data to install a profile to return to your home SIM data service.



Manually add the KnowRoaming APN in your device settings. Go to your device Settings and select More > Mobile Networks > Access Point Names. Tap + to add a new APN. (This step varies slightly depending on Android model and OS version.) In the Name and APN fields, type in **knowroaming** (all lowercase)

and leave the other fields blank. Be sure to save and select the knowroaming APN. Next enable Data Roaming in your device Settings. WINDOWS MOBILE

11

Go to your device Settings and select Network & Wireless > Cellular & SIM > SIM Settings > Add an Internet APN. In the Username and APN fields, type in **knowroaming** (all lowercase) and leave the other fields blank. Be sure to save and select the knowroaming APN. Next turn Data Roaming options to 'roam' in your device Settings.

Learn How to Make Calls

12

To make an outbound call to any number, you **must** dial using the international format:



Remember: Remove the leading zero from the area code or mobile number.

To dial from your phone's contact list, make sure to store each number with the international format as shown above.

13

KnowRoaming defaults to the callback calling system in some countries to offer a lower rate.

How it works: After you dial, the call will disconnect. Moments later you'll receive an incoming call from the number you dialed. Answer it and the call will ring through normally. Visit support.knowroaming.com if you wish to learn how to disable callback and use direct calling instead

SMS
You can use your free KnowRoaming number to send and receive SMS. You can also use data messaging apps, such as WhatsApp, Facebook Messenger, etc.

Return to Home SIM Settings

14



For iPhone, you'll need to restore your home data connection. Remove the KnowRoaming SIM and replace your home SIM then follow these steps: Open the KnowRoaming App and select Data on the main page. Follow the prompts to install the data profile. Next, turn Data Roaming off in your device Settings.

ANDROID & **WINDOWS MOBILE**

Turn Data Roaming off in your device Settings Remove the KnowRoaming SIM and replace you home SIM.

More Features

15

Any missed calls made to your KnowRoaming numbers will go to your KnowRoaming voicemail. With our visual voicemail system, you can listen to your messages right in the KnowRoaming App. Alternatively, dial 605 to listen to your messages (local outgoing per minute charges will apply).

Subscribe to Additional Numbers
Through the KnowRoaming App, you may purchase local numbers from over 40 countries. These numbers can be used to receive incoming calls and as your caller ID for outgoing calls. Open the

KnowRoaming App to the 'Services' tab to subscribe and to learn more. Certain regulations may apply to numbers from select countries.

16

Purchase Packages
To take advantage of KnowRoaming's special rates, purchase a package through the KnowRoaming App using existing account credit. You can purchase packages in advance or while traveling by selecting the Packages section of the Services tab.
Following the purchase of a package, it must be activated through the App in a separate step.

