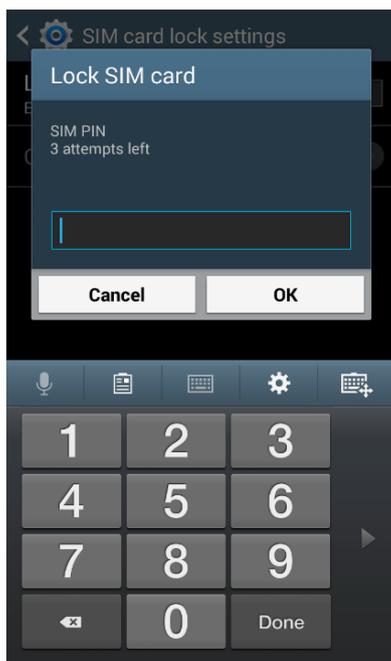


## Technical Support

1. Why is there no signal on my mobile phone after inserting the Travel Data SIM Card?
  - A. After receiving your Travel Data SIM Card, you must login to [traveldata.hkbn.net](http://traveldata.hkbn.net) and activate your SIM Card before it can be used.
  - B. You must configure the APN when using the SIM for the first time. For further information, please refer to the User Guide.
  - C. The card cannot be used in Hong Kong.
  
2. My iPhone/iPad does not have a setup panel to configure APN, what should I do?
  - A. Certain iPhones/iPads with iOS7 or lower versions do not have APN setup options. Please follow the steps below to manually setup APN:
    - I. Select "Settings"
    - II. Close "Wi-Fi"
    - III. Select "Cellular", turn on "Cellular Data" and "Data Roaming"
    - IV. Select "Cellular Data Network" or APN Setup
      - Input "openroamer.com" into "APN"
      - Input "openroamer.com" into "Username"
      - Save the newly setup APN
    - V. Reboot your smartphone or tablet
    - VI. If a setup panel appears in the Safari browser to reconfigure APN, simply ignore it.
  - B. If your iPhone/iPad has no APN setup function, reboot your device, open the Safari browser and manually input the website <http://openroamer.com> into the address bar and reload, then follow the normal setup procedure for iOS to configure APN. Please refer to the User Guide for details.
  - C. If you still cannot configure APN using the above steps, please upgrade your iOS operating system to the latest version. Once completed, reconfigure your APN in normal fashion. Please refer to the User Guide for details.
  
3. I have successfully configured the APN using my smartphone/tablet, but I still cannot connect to the Internet. What should I do?
  - A. Please ensure the Flight Mode of your smartphone or tablet is off;
  - B. Please ensure "Mobile Data" and "Data Roaming" are turned on;
  - C. Please ensure the newly configured "openroamer.com" APN is selected;
  - D. If the above items from A to C are correct, please wait about 10-15 minutes as the SIM searches for a network to connect;
  - E. If the operating system installed on your Android device is version 4.2.1 or above, please follow the steps below to reconfigure the SIM for use on some mobile devices:  
(Check Android version: Settings → More → About Device → Android version)

- I. Select "Settings"
- II. Select "More"
- III. Select "Security"
- IV. Select "Set up SIM card lock"
- V. Click on "Lock SIM card"
- VI. Input PIN : 12345678, click on OK



- VII. Reboot your mobile phone
- VIII. Input PIN: 12345678, click on OK



- IX. Repeat the above steps E I – IV, turn off “Lock SIM card”, re-input PIN: 12345678, click on OK
- X. Reboot your mobile phone
- XI. Setup is now complete (Certain models of mobile phones may take approximately 10-15 minutes to search for the network)

Note: the above is not applicable on locked smartphones (i.e. phones locked to a designated network and cannot be used on other networks. For more information, please ask your mobile phone service provider to find out whether your mobile phone is locked.)

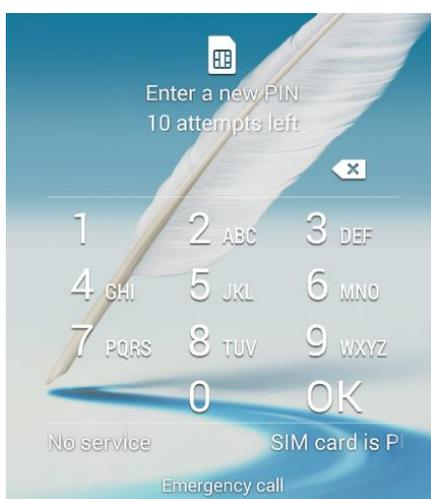
4. How can I unlock the SIM Card if I have incorrectly entered the PIN 3 times in a row?

Please follow the steps below to unlock your SIM:



Enter the PUK number, and press OK

(PUK number can be found on the SIM card, as shown below)

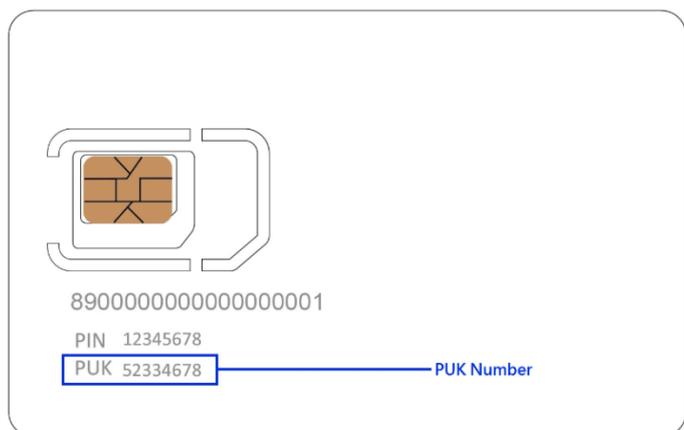


Re-enter the 4-8 digit PIN number, and press OK



Re-enter PIN number, and press OK

**SIM card (Front)**



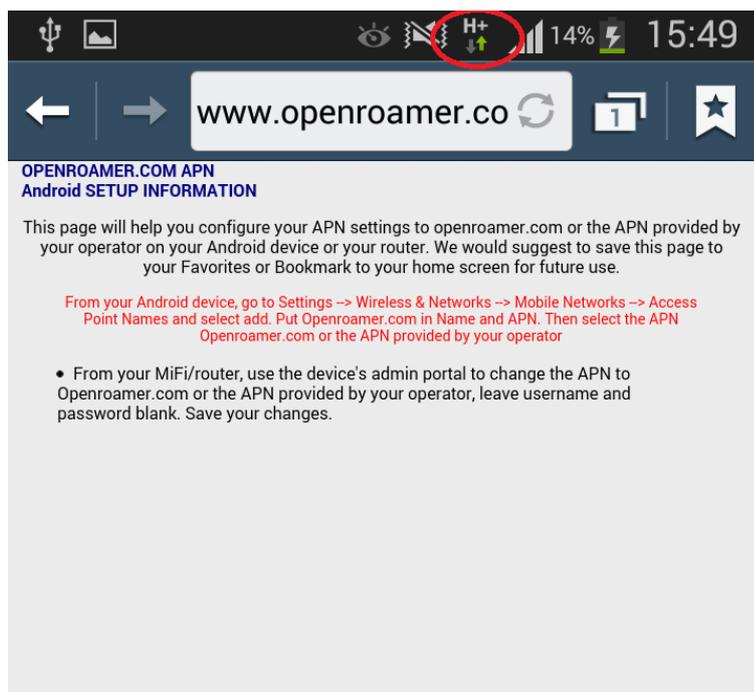
5. How can I check which version of operating system is installed on my smartphone or tablet?

Android: Settings → More → About Device → Android version

iOS: Settings → General → About → Version

6. My Android smartphone or tablet has successfully connected to the network, but I still cannot connect to the Internet. What should I do?

If an APN configuration panel for openroamer.com appears on your browser (as below), this means the APN on your smartphone or tablet may not have been selected/configured with the APN on your Travel Data SIM Card. Please follow the steps stated in the browser to select/configure your APN or configure your APN according to the User Guide.



7. Why is there suddenly no signal from my Travel Data SIM Card?
- There may be no signal available or poor reception in the area you are situated. Try moving to another location.
  - The data volume on your SIM may have been fully consumed. Please find a nearby Wi-Fi hotspot and login to [traveldata.hkbn.net](http://traveldata.hkbn.net) to check the remaining usable data/days or charge.
8. Why does the “SIM Toolkit” App automatically appear on my mobile phone after inserting the Travel Data SIM Card?



The “SIM Toolkit” App is an application software that supplements the SIM by default. The data stored in the “SIM Toolkit” App does not represent any data used by the Travel Data SIM Card. When you remove the Travel Data SIM Card the “SIM Toolkit” App will also be removed. Please login to [traveldata.hkbn.net](http://traveldata.hkbn.net) to check data usage records on your SIM.

9. Why has my smartphone or tablet stopped working after replacing the Travel Data SIM Card with my original SIM card?

When the original SIM card is re-inserted after removing the Travel Data SIM Card, certain iOS smartphones and tablets are unable to search and automatically configure the original SIM card's APN. Please follow the steps below to remove the APN configured on the Travel Data SIM Card:

Settings → General → Profiles → click on "openroamer.com" → select "Delete Profile"

(Note: The above information is for reference only, the configuration method for the Travel Data SIM Card depends on the model of your smartphone or tablet. For further information, please seek advice from your smartphone or tablet service provider.)