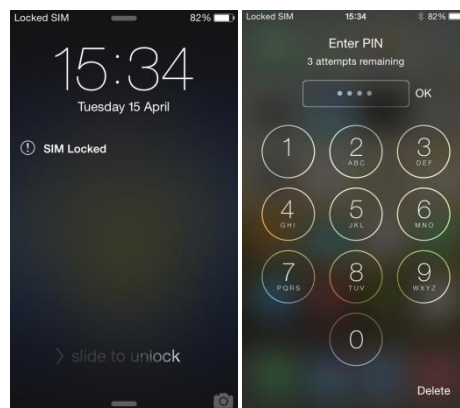


Follow the instructions below to ensure easy set up of your SIM with your Apple device.

1. Activate your SIM and personal account on [www.maxroam.com](http://www.maxroam.com). Your SIM can not be used until it has been activated.



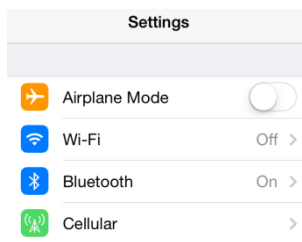
2. Insert your SIM into your iPhone or iPad
3. Enter your PIN. The default PIN with our SIM is 0000.



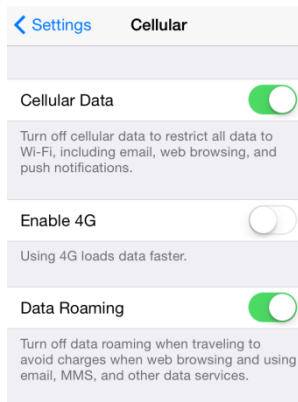
4. Go to the Settings icon on your device's home screen



5. Tap Cellular



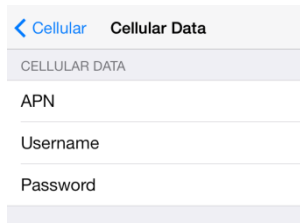
6. Ensure that Cellular Data and Data Roaming are turned ON and ensure that Wi-Fi is turned OFF.



7. Tap Cellular Data Network

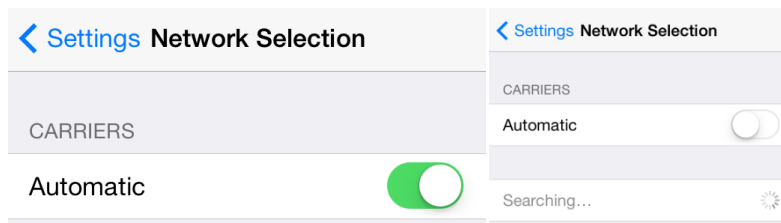
8. Now enter APN (Access Point Name) as shown below

APN: speedidata.com  
Username: speedidata  
Password: speedidata



9. Ensure you are connected to a network and have a strong signal. You can manually select a mobile network by tapping Settings > Carrier > Automatic

You can then test your data connection on alternative networks.



10. Choose a carrier that will allow you access. Try different carriers for better performance or accessibility in your area. Some signals may be weaker in the area you are in. In this case, select the carrier that suits you and connects you. Try again with other carriers if you are having issues with the chosen mobile carrier.

## iPhone FAQ's

### ***I'm having difficulty connecting to a network, what can I do?***

Using your iPhone, the following methods can be used to help you gain a connection to the network.

1. Turn off your phone, remove and reinsert SIM and turn your phone back on. If you don't automatically connect to a network try to manually attach to all local networks, starting with Vodafone and then trying all other available networks before trying Vodafone again. Try to send a text and then try to make a call.

2. If this fails, turn on airplane mode and then turn it back off. If you don't automatically connect to a network try to manually attach to all local networks, starting with Vodafone and then trying all other available networks before trying Vodafone again. Try to send a text and then try to make a call.

3. If this fails. Reboot your phone by holding down the lock button and home button at the same time, for about 15 seconds or until the screen goes black. Release the buttons and the apple logo will appear. When your phone starts up again, try to manually attach to all local networks, starting with Vodafone and then trying all other available networks before trying Vodafone again if you don't connect automatically. Try to send a text and then try to make a call.

4. Go to Settings > General > Reset > Reset Network Settings. If you don't automatically connect to a network try to manually attach to all local networks, starting with Vodafone and then trying all other available networks before trying Vodafone again. Try to send a text and then try to make a call.

### ***There is an SMS to a UK phone number that I didn't send?***

When using an iPhone, you may see records of an SMS to UK phone number +447786205094. Messages to 447786205094 are silent text messages sent by iPhone to activate Facetime, in order to prevent your phone from sending these you can disable this application. You can find more information about these text messages on Apple Support Communities at the link below.

<https://discussions.apple.com/search.jspa?peopleEnabled=true&userID=&containerType=&container=&spotlight=false&q=447786205094+>

To disable this application go to -

Settings > Facetime you can disable Facetime here

iMessage will also use data if you are sending an SMS to another iPhone user, if you wish to prevent this you can navigate to Settings > iMessage and disable this application also.

### ***To resolve issues with sending and receiving SMS, follow these steps first***

1. Go to Settings and turn airplane mode on and then off again.
2. Verify that you have a cellular network signal in the status bar at the top left of your iPhone.
3. Restart your iPhone.
4. Tap Settings > General > Reset > Reset Network Settings on your iPhone.
5. Remove your SIM card, from the phone and the SIM card holder and then replace it back into the holder and then back into the phone.

### ***My SMS aren't sending?***

Can you check that you have the correct message centre number on your phone? The correct message centre number with the Maxroam SIM is +31 65409 40601. To update your message centre number with an iPhone dial \*\*5005\*7672\*+316540940601# and press call.

Send a test SMS again.

***My SMS are sending from my phone but they're not delivering?***

Firstly ensure the contact you are sending your SMS to is saved in your phone with the full international dialing code. So if you are sending an SMS to Australian mobile number 0412 345 678, this needs to be saved in your contacts as +61412345678 (or 0061412345678). If the number is saved in your contacts without the +61 international dialing code and you try to manually input this number with the code attached when sending a message, the iPhone will recognise the number and send it to the number as it is stored in the phone (without international dialing code). When this occurs, we will still attempt to send the message but it will be undelivered as the system won't recognise where this text needs to be delivered to.

***Numbers are already stored in my phone with the international dialing code attached and my SMS are still not delivering?***

Please disable the International / Dial assist function on your iPhone. This should resolve the issue.

It has also been successful to remove the contact that is stored in your phone and just manually input the particular number you've had difficulty texting to for each text.

***I'm unable to access data***

Follow these directions first:

Are your APN settings correctly applied?

Do you have data roaming and cellular roaming turned on?

Do you have sufficient credit or an active data bundle on your account?

Try accessing a different webpage or application to the one you've had difficulty connecting to.

Follow the instructions below for assistance with troubleshooting cellular data issues on your iPhone. After performing each step, please ensure that your APN settings are still correctly applied and roaming is enabled and test to see if the issue is resolved.

1. Toggle airplane mode: Tap Settings, turn airplane mode on, wait three seconds, and then turn off again.
2. Restart your phone, remove and reinsert your SIM card and turn your phone back on.
3. Try another location. If a different location works, but the original location still does not, it may be due to the network coverage in the area.
4. Reset network settings: Tap Settings > General > Reset > Reset Network Settings.

***I'm unable to make or receive calls***

Follow the steps below to resolve this issue. Please test after each step.

1. Toggle airplane mode: Tap **Settings > Enable Airplane Mode**, wait five seconds, and then turn off airplane mode.
2. Turn your phone off, remove your SIM from your phone and from your SIM card holder. Replace your SIM into it the SIM card holder and then back into the phone. Turn your phone back on.
3. Reset the network settings: Tap **Settings > General > Reset > Reset Network Settings**.
4. Try to make or receive calls in another location.
5. Disable 3G and try again.
6. If you are still experiencing difficulty contact customer support.