



# Welcome to Israel

THANK YOU FOR CHOOSING OUR SIM CARDS!



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## USING YOUR CELLCOM SIM CARD:

**IMPORTANT: YOUR PHONE MUST BE UNLOCKED / SIM-FREE FOR USE IN ISRAEL.**

- If your phone has dual-sim slots, use our SIM card in slot # 1.
- The SIM card will search for the mobile network and log on automatically.
- Insert the SIM only after landing in Israel, and while the phone is turned off.
- If you do not have network, turn off the phone and take out the SIM, insert the SIM back and turn on the phone.

### NOTE:

- Calls to 144 (Directory Enquiries), 1800, 1888 and 1900 numbers are not included in the package!
- We strongly recommend that you **use Wi-Fi for data-intensive activities** such as: streaming videos; uploading and downloading pictures; Skype voice calls etc. Free Wi-Fi is available in almost every coffee shop and restaurant in Israel.

## INTERNET TROUBLESHOOTING:

Usually the SIM card will assign settings automatically.

**FOR ANY INTERNET PROBLEMS:**

## IPHONE USERS:

- **SETTINGS → CELLULAR →** check that **CELLULAR DATA** is **ON**.
- **SETTINGS → GENERAL → RESET → RESET NETWORK SETTINGS.**

## ANDROID USERS:

- **SETTINGS → DATA USAGE / MOBILE NETWORKS →** check that the **MOBILE DATA / DATA ENABLED** is **ON**.
- Add a new APN (Access Point Name):

**SETTINGS → MORE SETTING / MORE NETWORKS → MOBILE NETWORKS → ACCESS POINTS NAME**

then press the **MENU** button.

Click: **NEW APN** and apply only the following settings:

**Name:** cellcom

**APN:** internetg

**And SAVE it.**

Do not touch on the other settings.

## USING YOUR PHONE NUMBERS

HOW TO DIAL:	LOCAL NUMBER	INT'L NUMBER **
<b>From Israel</b>	05X XXXXXX	00-country code-number
<b>From outside Israel</b>	+972 5X XXXXXX or 00972 5X XXXXXX	<b>USA/Canada number</b> without any prefixes

### \*\* ONLY FOR PACKAGES TO THE USA/CANADA

**Use only the 00 prefix for international calls** otherwise you may incur additional charges.

## VOICE MAIL:

Dialing to the voice mail is: **\*80**

Initial password is: **1234#**

\*If it is not working call us and we will reset it.

## SIM PACKAGING

Please keep the SIM frame and packaging.

This contains your PUK and other information that may be required for customer service.

## INTERNATIONAL TEXT

We recommend to use the Application 'WhatsApp'.

- Download it while you are still abroad, and stay connected with all your 'WhatsApp' contacts after landing in Israel.
- Search our video guide "How to use WhatsApp with the same mobile number while using Simfor.me Israeli SIM card" on Simfor.me YouTube channel.

## LOCAL ISRAELI APPS:

If you connect to an Israeli App or service (such as Taxi or Parking services) using our SIM cards:

**MAKE SURE TO DISCONNECT AND REMOVE YOUR PERSONAL INFORMATION BEFORE LEAVING ISRAEL.**

## THANK YOU

**FEEL FREE TO CONTACT US SHOULD YOU REQUIRE ANY FURTHER ASSISTANCE.**

We wish you a pleasant and enjoyable stay in Israel.  
Sincerely, Snapir and SIMTOISRAEL team