Welcome to Israel

THANK YOU FOR CHOOSING OUR SIM CARDS!

🇮🇱 072-2131-366

🇺🇸 +1 305-351-9544

✉️ service@syc.co.il

🏠 www.simtoisrael.com

USING YOUR PELEPHONE 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) and 1900 numbers are not included in the package!
  Calls to these numbers may incur additional charges.
- 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.*
- Dial: *9999, EXTENSION: 1*
  This will send you a text message containing the updated APN settings according to the device you dialed from.
- *INSTALL THE APN SETTINGS* according to the instructions in the text message.

ANDROID USERS:

- *SETTINGS → DATA USAGE / MOBILE NETWORKS →* check that the *MOBILE DATA / DATA ENABLED* is *ON.*
- Dial: *9999, EXTENSION: 1*
  This will send you a text message containing the updated APN settings according to the device you dialed from.
- *INSTALL THE APN SETTINGS* according to the instructions in the text message.

IF *9999 DOESN'T WORK:

Go to Settings -> Connections -> mobile networks -> Access point names -> and add new APN as follows:
Name: Pelephone
APN: sphone.pelephone.net.il User: pcl@3G
Password: pcl
APN type: default

Click "save" and check if the data is working.

USING YOUR PHONE NUMBERS

HOW TO DIAL:	LOCAL NUMBER	INT'L NUMBER **
From Israel	05X XXXXXX	00-country code-number
From outside Israel	*+972 5X XXXXXX* or *00972 5X XXXXXX*	**USA/Canada number** 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: *151*
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.

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.

NOTE:

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The back of the SIM card contains some text in Hebrew which is not relevant for daily use. Instead use our SIM instructions.

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