

Activation User Guide

Is your phone compatible?

Please check the technical details for your Phone to see, if at least two of the Network 4G bands 1, 3, 19, 21 are supported.

Is your phone unlocked?

If no, you should contact your network provider and ask to unlock the phone.

Are you still in flight mode ? Is the wifi turned off?

If cellular network doesn't show on the phone home screen, it could be because the phone is still on flight mode.

Is the cellular network and the roaming activated?

If your cellular network doesn't show on the phone home screen, it could be because your phone is still on flight mode.

Were you asked to enter a code?

Restart your phone after entering the APN-settings. First enter the SIM PIN code 0000, then your personal phone code (if required).

Do you have a PDP Authentication Failure?

Please reset and set up again the APN as written on the instruction manual.

Are you asked to enter a MCC code?

If you are asked for a 3-digit MCC (Mobile Country Code) please type: 440

Are you asked to enter a MNC code?

If you are asked for a 2-digit MNC (Mobile Network Code) please type: 03

Is your SIM card still not working?

For immediate assistance, call the customer support line on +81 (0)50-5835-2190. It is open 24/7.

Is there a fair usage clause (internet slowing down if too much data is used at once)?

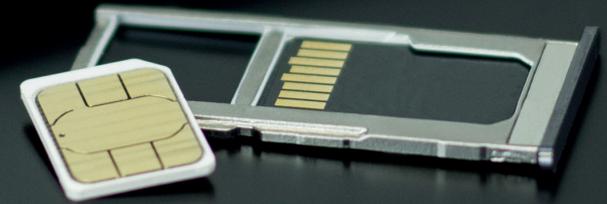
There is generally no problem with the internet on UNLIMITED packages.

The IJ SIM card uses the NTT Docomo network service. In case the network system unexpectedly slow down due to abnormal data usage, then there might be an interruption of the system for only a few minutes.

Check on the speed with an application such as "SPEEDTEST" and please contact the customer support service with the result of the tests and the SIM Card number.

Note that the activation server is under maintenance every Tuesday from 10 p.m. until Wednesday morning 9 a.m., Japan time.

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PREPAID SIM CARD INSTRUCTIONS

Everything you need
to get set up right in time!



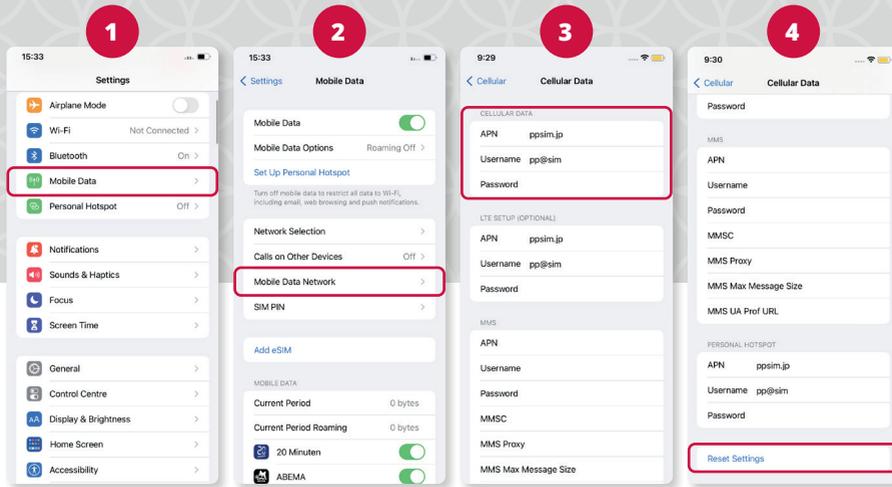
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contact@japan-experience.com



iOS

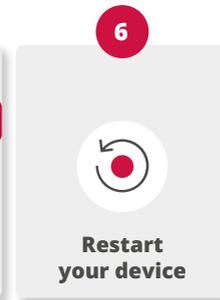
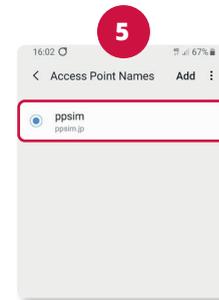
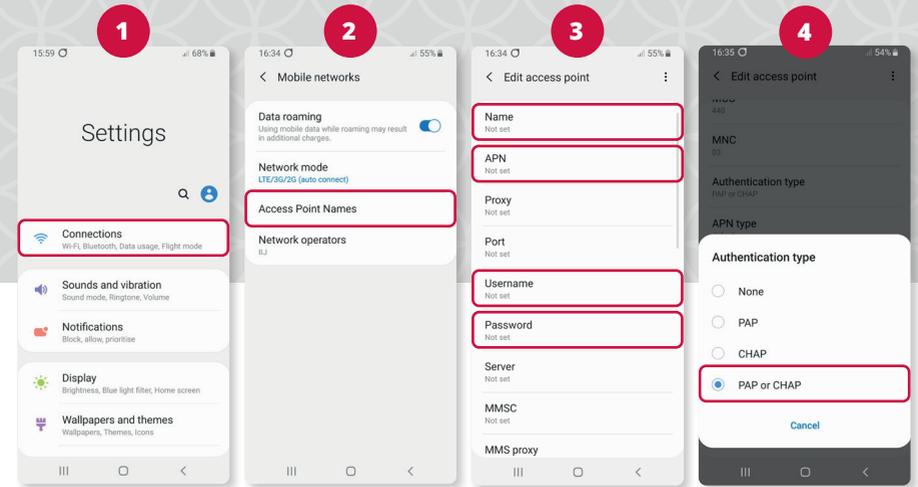
- 1 Open **Settings app > Mobile Data**
- 2 Turn on your Mobile Data and go to **Mobile Data Network**
- 3 Fill up the information below in **APN, Username and Password**
- 4 Tap **Reset Settings**
- 5 Finally, restart your phone



Name ppsim
APN ppsim.jp
User name pp@sim
Password jpn

Android

- 1 Open **Settings app > Connections > Mobile Network**
- 2 Go to **Access Point Names**
- 3 Fill the left data in **Name, APN, Username and Password**
- 4 Choose **PAP or CHAP** in Authentication type
- 5 Go back to **Access Point Names** and choose **PPSIM**
- 6 Finally, restart your phone



Name ppsim
APN ppsim.jp
User name pp@sim
Password jpn