

Japan • Experience

# USER GUIDE

Prepaid SIM

Everything you need  
to know about using  
your Prepaid SIM !



## WHAT KIND OF DEVICE **DO YOU HAVE ?**



Android



**I have an Android device**

PLEASE GO TO **PAGE 3**



Apple/iOS



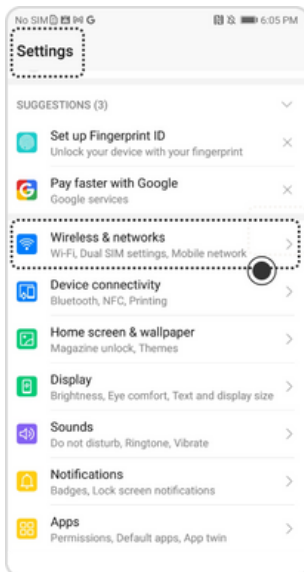
**I have an Apple device**

PLEASE GO TO **PAGE 5**

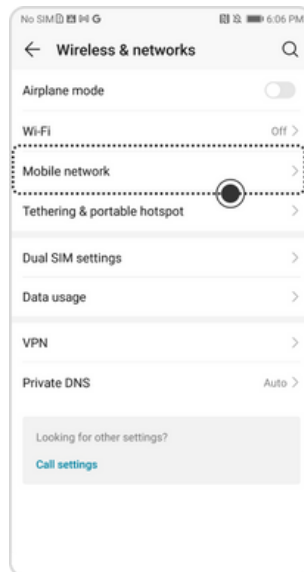


## ACTIVATION ON ANDROID

1



2



3



Open **Settings** app > **Wireless & Networks** > **Mobile network** (on some device, you may need to choose the card named "IJ" in "Mobile Network")

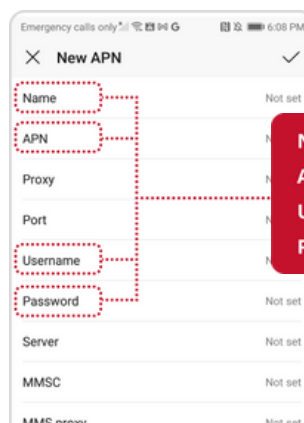
Turn on **Mobile data** > **Access Point Names (APNs)**

4



Tap :  
> Select **New APN**

5

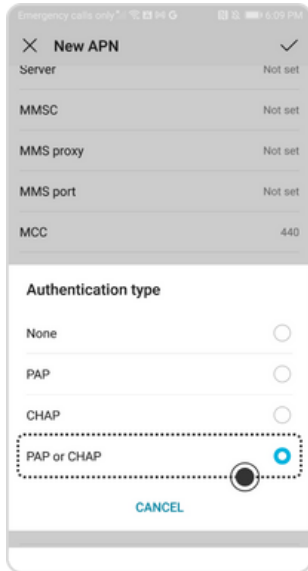


Fill **Name**, **APN**,  
**Username** and **Password**

<b>Name</b>	ppsim
<b>APN</b>	ppsim.jp
<b>User name</b>	pp@sim
<b>Password</b>	jpn

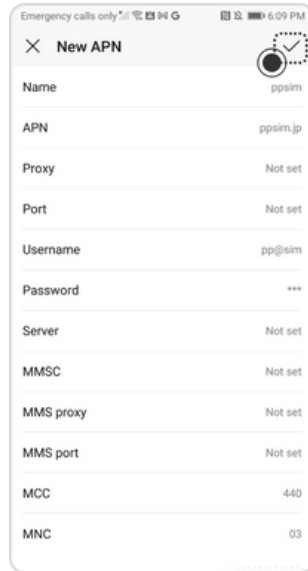


6



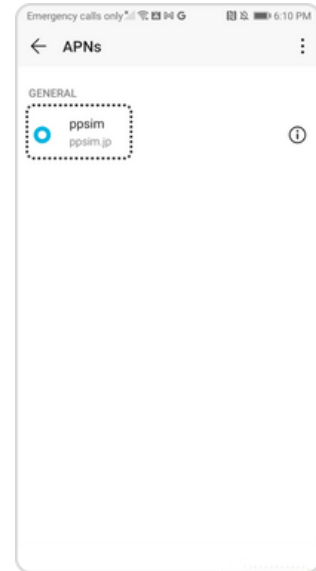
Select **PAP** or **CHAP** in Authentication type

7



Tap ☒ to save it. On some device, you may need to click on **"More"** and **"Save"**

8



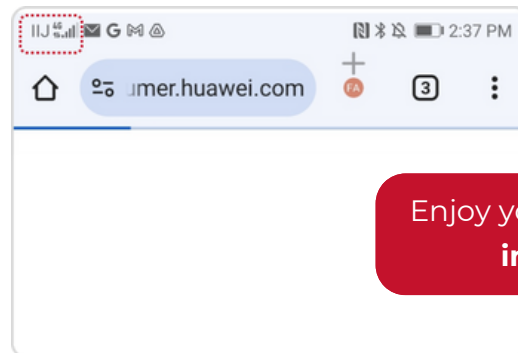
Select **ppsim**

9



**Restart** your device

10



When you see **IIJ** on the top left of your screen, you have completed the activation

11

Enjoy your connection  
**in Japan !**



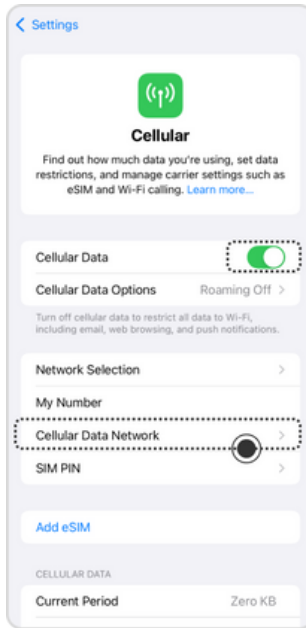
## ACTIVATION ON APPLE

1



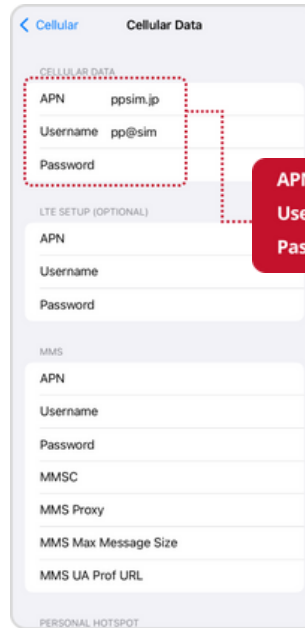
Open **Settings app** >  
**Cellular**

2



Turn on your **Cellular Data** > Go to **Cellular Data Network**

3



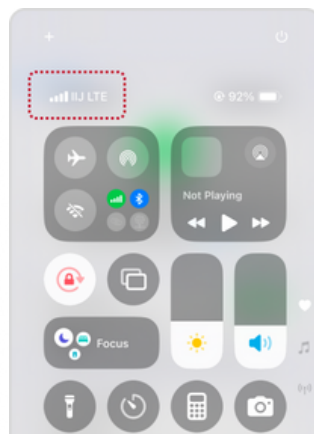
Fill **APN, Username** and **Password** >  
Then go back to **Cellular**

4



**Restart** your device

5



When you see **IJ** on the top left of your screen, you have completed **the activation**

6

Enjoy your connection  
**in Japan !**



## **Prepaid SIM FREQUENTLY ASKED QUESTIONS**

### **| WHY IS MY SIM CARD STILL NOT WORKING ?**

Please check:

- Did you enter the correct information in Access Point Name?
- Did you turn off flight mode?
- Did you restart your phone?

#### **For Android**

- Is your mobile network ON?

#### **For iOS**

- Did you turn on Cellular Data?

Note that the activation server is under maintenance every Tuesday from 10 p.m. until Wednesday morning 9 a.m., Japan time. You cannot activate the SIM during this time.

If you still have an issue with your SIM:  
call the customer support line on +81 (0)50-5835-2190. It is open 24/7.

### **| ARE YOU ASKED TO ENTER A MCC OR MNC CODE?**

Please enter the codes below:

MCC(Mobile Country Code) : 440 / MNC(Mobile Network Code) : 03

### **| ARE YOU ASKED TO ENTER A PIN CODE?**

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

### **| IS THERE A FAIR USAGE CLAUSE (INTERNET SLOWING DOWN IF TOO MUCH DATA IS USED AT ONCE)?**

If more than 6GB of data is used within a 2 day period, the SIM will temporarily slow down. The speed usually returns to normal in around 24 hours.

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

