

Before Traveling:

Visit <https://my.worldmobile.com> to Top-up & manage.

Upon Landing Abroad:

1. Turn on World Mobile eSIM and turn off your Home SIM.

iPhone: Settings > Cellular > eSIM (located below 'Primary')

Android: Settings > Connections > SIM Manager > eSIM

1. Activate **Data Roaming** (your WhatsApp will function normally abroad).

iPhone: Settings > Cellular > eSIM

Android: Settings > Connections > Mobile Networks >

Free Dial Services:

Top-up & manage: **+120**

Check balance: **+140**

eSIM numbers: **+170**

Support: **+180**

Calling Worldwide:

Dial from your contacts, or dial: + Country code - Area (no 0) - Tel.

*SMS can be received on the +44 number of the eSIM.

Troubleshooting:

1. **For Any Issue:** Restart your mobile, ensure the World Mobile eSIM is turned on, and your Home SIM is off. Dial **+120** to check your balance.

2. **Locked Phone:** If a PIN or unlock code is requested, contact your mobile carrier to unlock it or use another phone as a Wi-Fi hotspot.

3. **Calling Issue:** Dial: ***126*** Country code - Area (no 0) - Tel. **#** (answer the callback).

4. **Network Issue:** Manually select another network until connected.

iPhone: Settings > Cellular > eSIM > Network Selection > Auto. off

Android: Settings > Connections > Mobile networks > Network operators > eSIM > Auto. Off

5. **Internet Issues:** Ensure **Data Roaming** is Active. If you still face issues, set up the APN:

iPhone: Settings > Cellular > eSIM > Cellular Data Network > APN: **mobiledata**

Android: Settings > Connections > Mobile networks > Access Point Name > eSIM > Add > Name: **worldmobile** & APN: **mobiledata** > Save & Select.