



## THANK YOU FOR PURCHASING THE 012Global ISRAELI SIM CARD!

Before using the SIM card in Israel, please review this manual, which outlines a few instructions. We hope you will enjoy your stay in Israel.

Your Israeli Number : \_\_\_\_\_

Your US /Canadian Number : \_\_\_\_\_

 Your phone must be **unlock** in order to use the service.

### CALLS TO THE USA/CANADA

- Dial the access number 072-245-9000
  - Dial the country code 1 (USA/Canada) then the area code and number  
(Example: 1 + area code + number)
  - Voicemail dial \*151 (pin code **1234**)
- If you have any problems, please feel free to contact our customer service at 072-216-1999 or email us to [mobile@012global.com](mailto:mobile@012global.com)

### DATA NOT WORKING? *Please*

*Follow the steps:*

#### **Android phones:**

Settings > more networks > mobile networks > put a check in the box for “mobile data” > access point > click the “+” to add an APN >

Name: **Sphone Pelephone**

APN: **sphone.pelephone.net.il**

Username: **pcl@3g**

Password: **pcl**

#### **Apple phones:**

Settings > General > Reset > Reset network settings

 once you are done with all the steps above, please **restart** your phone and try again.

## ENJOY!



Israel: 072-216-1999

Email: [Mobile@012global.com](mailto:Mobile@012global.com)

U.S.A/Canada: 1-855-9-012-012

Website: [www.012global.com](http://www.012global.com)