transatel DataSIM

Welcome! We are happy to have you as a new customer!

⚙ Getting started

Once arrived at your travel destination, detach the SIM card in the format corresponding to your device* and insert. Then take a few minutes to configure your device in 3 steps:

1 **Configure your APN settings** (Access Point Name) as follows:
  ▸ APN = mobiledata / Username = mobiledata
  ▸ All other fields should be left empty
  For detailed help, please see the reverse side of this form.

2 **Activate data roaming and 4G connection in your settings.**
  No worries, there won't be any extra charges with the data roaming option ON.
  For detailed help, please see the reverse side of this form.

3 **Create your account to check your balance and recharge your SIM card.**
  Using your Transatel DataSIM card's 3G/4G connection:
  ▸ Open your My DataSIM app and fill in your information.
  ▸ Or simply go to: https://tds-selfcare.com

*Make sure your device is not carrier-locked

Need more help? Find our videos on:
www.transatel-datasim.com/video-tutorials

You can now start surfing the web!

⤷₊ Checking your balance / recharging

Once logged into your My DataSIM account, you can (free of charge):

✓ **Check your credit and data allowance**

⤷₊ **Recharge for 100+ destinations**

↻ **Buy a recurring bundle**

? Help for configuration

APN and data roaming are not situated in the same menus, depending on the device. Please follow the guide below:

	CONFIGURING APN SETTINGS	ENABLING DATA ROAMING	ENABLING 4G/LTE
Android	Settings > More > Mobile networks > Access Point Names	Settings > More settings > Mobile networks > Data roaming > select "ON"	Settings > More settings > Mobile networks > Network mode > select "4G/LTE"
iOS	Settings > Mobile data > Mobile data options > Mobile data network	Settings > Mobile data > Mobile data options > Data roaming > select "ON"	Settings > Mobile data > Mobile data options > Voice and data > select "4G/LTE"
Windows Phone	Settings > Cellular + SIM > SIM settings → Edit internet APN	Settings > Cellular + SIM > Data roaming options > select "Roam"	Settings > Cellular + SIM > Highest connection speed > select "4G/LTE"
Computer	Open Wifi network > Right click on the "Transatel" network > Properties > Profile	A pop up window will open asking you to allow data roaming or not, choose yes	