

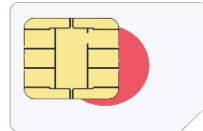
Customer Support

The customer service teams are available
7 days a week:

Cellhire UK	+44 1904 610 610
Cellhire USA	+1 214 355 5200
Cellhire France	+33 1 41 43 79 40
Cellhire Germany	+49 7621 94 05 48 0
Cellhire International	+44 1904 610 610

Email (office hours only) techsupport@cellhire.com

Digital Version of Instructions



SIM Card Rental
Japan
DOCOMO Airtime

SIM Card Enclosed

Rented a device? Your SIM has been pre-inserted.

Thank you for choosing Cellhire

Important

Lost and Stolen

In the event that your SIM card is lost or stolen, please contact Cellhire immediately on the 24/7 helpline to suspend the SIM and discuss replacement options.

Please remember that once the SIM is reported lost/stolen, you will remain responsible for all charges and usage incurred until the network disables the SIM.

Please Note

Your phone book contacts

Contacts in your own phone book are stored either on the phone or SIM memory. To ensure you have access to all of your contacts, copy all contacts to your phone memory and activate the phone memory on your handset.

Making Calls - Voice Enabled SIMs

Making a local call in Japan

Dial the city code then the phone number and press the call key.

To make an international call from Japan

You must enter 0063 on your keypad then dial the country code, the area/city code, the phone number, and then press the call key.

For example: If calling the UK, 07774 477000 would become 0063 44 7774 477000 (omitting the first 0 of the mobile number).

Important: Failure to use 0063 prefix will result in higher call charges.

Receiving Calls - Voice Enabled SIMs

Receiving calls from Japan

Callers should dial the number allocated to you.

Receiving calls from outside Japan

Callers should dial the international prefix for the country they are in, followed by the Japan country code, then the Japan number allocated to you.

For example: From within the UK:

00 81 90 123 45678 or +81 90 123 45678

Getting started

If you have rented a device your SIM card has been inserted for you. To insert the SIM card into your device, the gold disc on the SIM must make contact with the connectors inside the device. Insertion is only possible if the SIM is positioned correctly.

Please Note - SIM Only Rentals:

Please return your SIM in the pouch below.

Refer to return envelope for full returns details.

Your Phone Number:

Please refer to the back of your device

Data Settings

All devices will require manually configuring with the correct APN settings for data to work. Please review the supplementary 'Docomo APN Profile Configuration' instructions for further advice.



The iPhone configuration profile can be downloaded from www.cellhire.com/nttvpn or by using the QR code.



The standard APN settings are:

APN: mmtcom.jp

Username: c@jp

Password: cjp

Please Note

Data usage

Data should only be used on products that have a data bundle attached. Data usage on voice only products can result in significant charges and is NOT RECOMMENDED.