

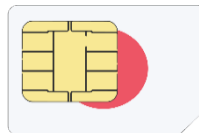
## Customer Support

The customer service teams are available  
7 days a week:

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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](mailto:techsupport@cellhire.com)

Digital Version of Instructions



**SIM Card Rental**  
Japan  
SoftBank 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

APN settings should be automatically added by the network to your device.

**Android Devices:** If mobile data is not working straight away, it may be necessary to select the correct APN profile to use. Based on a Samsung J5 please try the following: Go to Apps > Settings > Mobile Networks > Access Point Names > and Tap the circle next to Softbank Plus 4G > this should indicate this is the profile to be used. Data should then start to work.

**iPhones:** If mobile data is not working straight away, you may need to download an APN configuration profile. Please see supplementary instructions "SoftBank APN Profile Configuration".



**All devices:** If you are experiencing issues, details can be manually added

APN: plus.4g

Username: plus

Password: 4g

## Please Note

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. N.B. This SIM does not support tethering on iPhone.