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 9405 480
Cellhire International	+44 1904 610 610

Email (office hours only) - us.eventsupport@cellhire.com

Digital Version of Instructions

cellhire ®
mobile solutions

SIM Card Rental
China
China Unicom HK 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 our tech support 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 in the 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.

Getting Started
Inserting the SIM

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 appropriate connectors inside the device. Insertion is only possible if the SIM is positioned correctly.

Making Calls

Making a local call when in Mainland China

Dial +86, then the phone number (removing any leading "0") and press the call key.
For example: Calling 010 5927 8888 would become
+86 10 5927 8888

Making a call to a Hong Kong number when in Mainland China

Dial +852, then the phone number (removing any leading "0") and press the call key.

Making an international call from China

Enter the + sign on your keypad, then dial the country code, the area/city code, and the phone number, then press the call key.
For example: If calling the US, 214 355 5200 would become:
+1 214 355 5200

Receiving Calls

Receiving calls from Mainland China

Callers should dial the number allocated to you.
Example: +852 5419 8765

Receiving calls from outside China

Callers should dial the number allocated to you.
Example: +852 5419 8765

Data Settings

APN settings should be automatically added by the network to your device. If you are experiencing connectivity issues, details can be manually added.

The standard APN settings are:

APN - 3gnet
Username - [leave blank]
Password - [leave blank]

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.