

Mobile Device setup

Setup SIM Services on Mobile device

After inserting the new SIM into a mobile device and powering it on follow the below steps.

Select the Sim Services App from Apps or Settings > SIM & Network. This is required for selecting the correct country for the SIM as well as to associate it to the correct network. The screenshots below show the options selected using an Android (Galaxy S5) device. The option for sim services will differ on different devices.

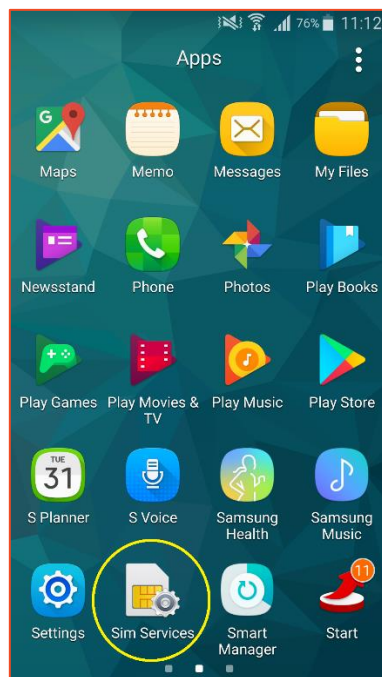


Figure 1 SIM Services

Select Multi-Account >Country Selection

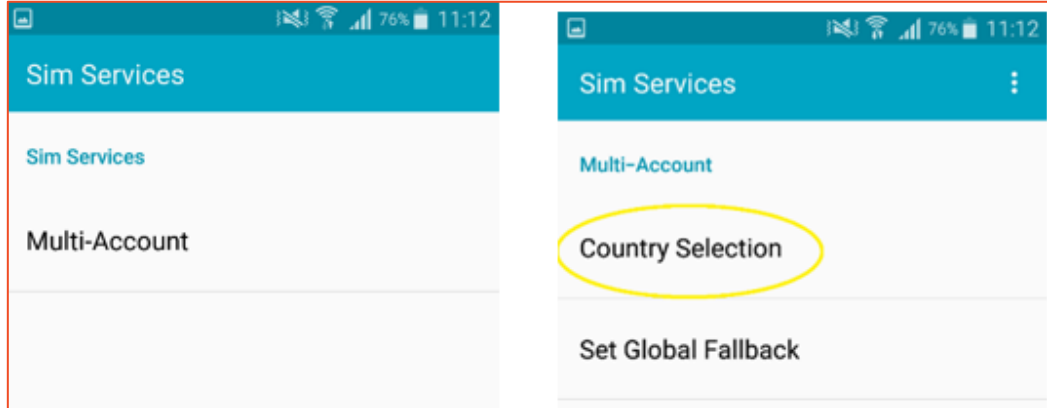


Figure 2 SIM Services

Select Chameleon UK if your subscriber will be located in the UK. Chameleon EU is selected for all others (Roaming).

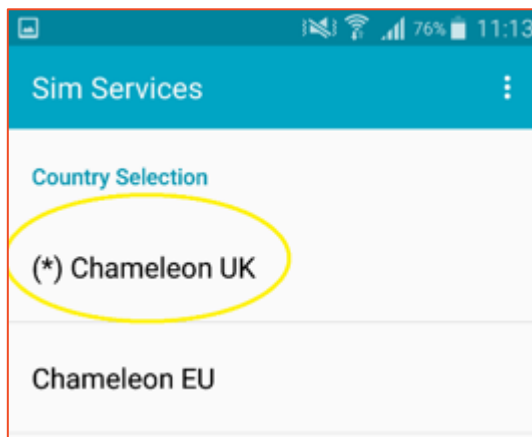


Figure 3 SIM Services

Ensure that the Global Fallback setting is Disabled, if the user is or will be located in the United Kingdom.

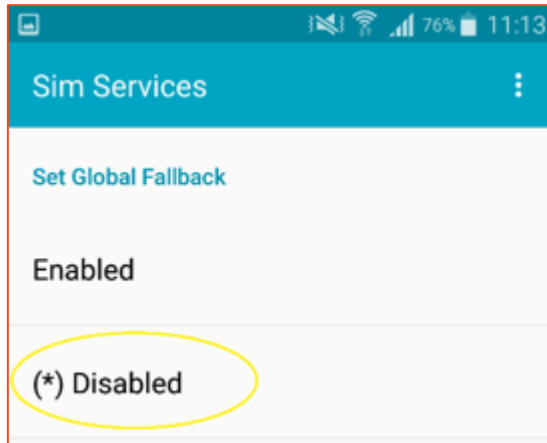


Figure 4 SIM Services Global Fallback

If, however the user is/will not be located in the United Kingdom, **Global Fallback** will need to be set as **Enabled**, as shown below in Figure 5.

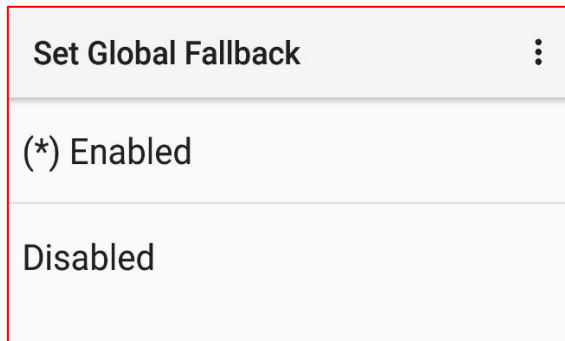


Figure 5 SIM Services Global Fallback

After enabling the Global Fallback option, reboot of the mobile device may be required with need to wait for some time to enable the sim to latch onto the roaming network for users located outside of United Kingdom.

Once you are finished make both Origination and Termination on the mobile device. Since this is a UK number make sure your Origination is dialed like you were in the UK (00-E164number).