



SRI LANKA 1GB SIM CARD USER MANUAL

1. This SIM card has 1GB in 4G/3G speed - throttled speed of up to 128 kbps unlimited data afterwards in Sri Lanka.
You will resume your 4G/3G speed the next day according to local time. You will be charged with roaming fee if you use the device outside the corresponding country. This product is data only, voice & SMS are not supported.
2. After inserting the SIM card into your phone, select "Setting" and turn on "Mobile data", wait for 3 minutes and you will have unlimited internet to use. If you have a dual card mobile phone, please do not insert both SIM cards together because it may affect the connection quality.
3. If the internet is not connecting, please enable Data roaming on your device. The warning popup message about data roaming is a normal procedure, you can ignore that. If after enable Data roaming your device still has no connection, please set the APN manually.
4. If you didn't use the product, the product wasn't working or the activation failed, please send it back to us on your behalf. We will provide a full refund after we confirm there's no data usage from the SIM card that you purchased. Please note won't provide a refund if the SIM is damaged due to incorrect use.

Instruction for setting up APN

*iPhone APN: smartone

Setting → Cellular → Cellular data options → Cellular date network, set "smartone" as APN

For system that are later than ios 9.2

Setting → Cellular → Cellular Network options → Cellular Data, set "smartone" as APN

If it still doesn't work, please check if the following description is in the default setting :

Settings → General → Description If there's a default description file, please delete it.

Then go to Settings → General → Reset → Reset network setting

*Android APN: smartone

HTC: Settings → Mobile data → APN → Add new APN

Oppo: Settings → SIM 1 → APN → Add new APN

SONY: Settings → More → Mobile Networks → APN → Add new APN

ASUS: Settings → More → Mobile Networks → APN → Add new APN

LG: Settings → More → Mobile Networks → APN → Add new APN

Samsung: Settings → More networks → Mobile network → APN → Add new APN

*Some devices might require you to choose a name for your new APN setting, any name will do.

APN : smartone Authentication Type: CHAP

Manipulating method of changing the carrier and the list of carriers

Due to the coverage differences in every area, the carrier which supported will not be the same.

Please try other carriers if there is any network congestion.

Android (The different procedure depends on the version of your smartphone) :

- Settings > Connection > Mobile Network > Network Operators > Search Networks > Choose the carrier
- Settings > More > Mobile Network > Network Operators>Search Networks > Choose the carrier
- Settings > Dual SIM and Mobile Network > SIM 1 > Carrier > Choose Automatically > Choose the carrier

iOS : Settings > Carrier > Choose Automatically > Choose the carrier

Attention

- Internet data within Sri Lanka only. Voice call & SMS not available.
- Extension or terminating the service in advance are not available.
- If there's a connection problem, please restart your phone or move to another location and try again.
- Please insert the SIM card into Smartphone after arrived the assigned countries.

Troubleshooting

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[iVideo US Customer Support Contact Information](#)

US Store and Phone Support Hours: M-F from 9AM to 4PM EST (Closed on Federal Holidays)

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