

# 【升級方案】新馬泰 500MB/天 吃到飽 SIM卡 使用說明書

## 【SIM卡使用步驟】

1. 此卡為每日 500 MB，超過流量之後，降速為 128 Kbps吃到飽。
2. 將SIM卡放入手機後，點選設定，開啟行動網路，開啟數據漫遊後，等待 1-3 分鐘後，即可上網。
3. 若無法使用，請手動設定 APN，設定方式如下：

## ★ iPhone (設定 ->行動網路->行動數據網路，將 APN 設定為 ctm-mobile)

ios 9.2 以上：設定> 行動服務 >行動數據選項 >行動數據網路 > 將 APN 輸入 ctm-mobile

如果還是無法使用，請檢查有無描述檔：

「設定」>「一般」>「描述檔」，如果有描述檔請刪除。

再到「設定」>「一般」>「重置」>「重置網路設定」將網路重置

## ★ Android

HTC 設定 > 行動數據 > 存取點名稱 (APN) > 新增APN

Oppo 設定 > sim1 > 接入點名稱 (APN) > 新增APN

SONY 設定 > 更多 > 行動網路 > 存取點名稱 (APN) > 新增APN

ASUS 設定 > 更多 > 行動網路 > 存取點名稱 (APN) > 新增APN

LG 設定 > 更多 > 行動網路 > 存取點名稱 (APN) > 新增APN

Samsung 設定 > 更多網路 > 行動網路 > 存取點名稱 (APN) > 新增APN

APN : ctm-mobile 驗證方式 : CHAP

## 【更改電信業者操作】

因不同地區涵蓋差異，所支援的業者不同，若上網不順，可嘗試更改業者。

Android (因手機版本不同，路徑將略有不同)：

- 設定 > 行動數據 > 電信業者 > 搜尋網路 > 選擇合作的業者
- 設定 > 連接 > 行動網路 > 電信業者 > 搜尋網路 > 選擇合作的業者
- 設定 > 更多 > 行動網路 > 電信業者 > 搜尋網路 > 選擇合作的業者
- 設定 > 雙卡與行動網路 > SIM 1 > 電信業者 > 關閉【自動選擇】

iOS：設定 > 電信業者 > 關閉【自動】> 選擇合作的業者

## 【注意事項】

1. 此卡僅提供新馬泰地區數據流量服務，不包含任何語音服務。
2. 此卡僅能於新馬泰地區使用，請抵達當地後再將卡片放入手機，若於新馬泰地區無法使用，請聯繫客服。
3. 使用後，無法因人為造成的故障、損壞而提供退換貨，請謹慎拿取、保存 SIM 卡。

## 【疑難排解】

1. 若無法使用，請檢查 APN 是否正確，如不正確請手動修改。
2. 若無法使用，請檢查數據漫遊是否有開啟，開啟後如出現警告訊息，無須理會。
3. 若您的手機為雙卡機，請勿將此卡與其它卡同時放入手機中，部分雙卡手機會因晶片問題，影響收訊品質。
4. 若無法使用，請保留 SIM 卡，將手機畫面截圖，並聯繫客服。

如果使用上有任何問題，歡迎您利用以下方式與我們聯繫，將於營業時間內盡速回覆您。



線上客服時間

08:30~18:00 週一至週五 | 09:00~18:00 週六、週日及國定假日

ivideo66306688@gmail.com | Line ID : @ivideo (請務必加上@)

語音客服時間

線上說明書 LINE 客服 08:30~18:00 週一至週五 | TEL : (02)6630-6688



## SINGAPORE, MALAYSIA, THAILAND 500MB/day SIM CARD USER MANUAL

1. This SIM card has 500MB in 4G speed - throttled speed of up to 128 kbps unlimited data afterwards in Singapore, Malaysia, Thailand . You will resume your 4G 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: emov

Setting → Cellular → Cellular data options → Cellular date network, set "ctm-mobile" as APN

For system that are later than ios 9.2

Setting → Cellular → Cellular Network options → Cellular Data, set "ctm-mobile" 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: ctm-mobile

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 : ctm-mobile 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 Singapore, Malaysia and Thailand 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.

#### Troubleshooting

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.



**IF you have any questions , Please contact us by the following**

**Line ID (Japan) : @ivideo.jp | Line ID (English) : @ivideo.en | KAKAO (Korea) : ivideo**

**WhatsApp Asia (English) : +886-972-704-612 | WhatsApp USA (English) : +1-856-602-223**