Follow the instructions below to ensure easy set up of your SIM with your Android device.
Please note, different versions of Android may have slight variations for menu structure. Refer to your device's user manual for help with navigating menus on your device.

1. Activate your SIM and personal account on www.woolworthsglobalroaming.com.au. Your SIM can not be used until it has been activated.
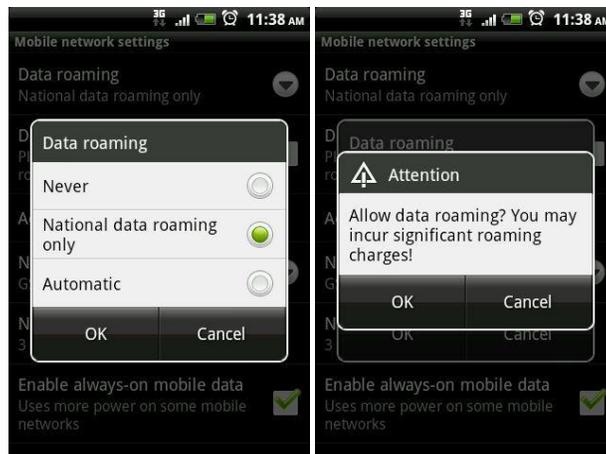

2. Insert your SIM into your phone or tablet

3. Enter your PIN. The default PIN with our SIM is 0000.
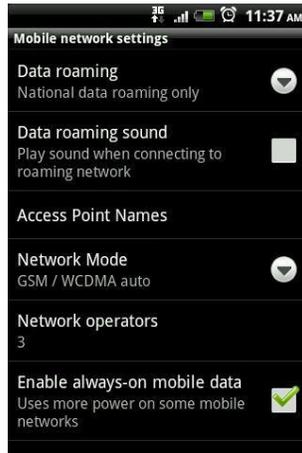4. Go to the Settings menu and select Wireless and networks

5. Ensure that you have Wi-Fi turned off

6. Ensure that you have Data Roaming enabled

7. Then select Access Point Names

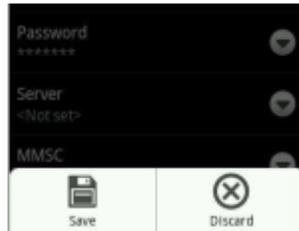

8. Add a new APN

9. The APN Settings are as follows
   APN: speedidata.com
   Username: speedidata
   Password: speedidata

10. Save the new APN Settings

11. Ensure you are connected to a network and have a strong signal. You can manually select a mobile network by tapping Wireless and networks > Mobile networks > Network Operators

12. Choose a carrier that will allow you access. Try different carriers for better performance or accessibility in your area. Some signals may be weaker in the area you are in. In this case, select the carrier that suits you and connects you. Try again with other carriers if you are having issues with the chosen mobile carrier.

Android FAQ's

I'm having difficulty connecting to a network, what can I do?

Using your phone, the following methods can be used to help you gain a connection to the network.

1. Turn off your phone, remove and reinsert SIM and turn your phone back on. If you don't automatically connect to a network try to manually attach to all local networks, starting with Vodafone and then trying all other available networks before trying Vodafone again. Try to send a text and then try to make a call.

2. If this fails, turn on flight mode and then turn it back off. If you don't automatically connect to a network try to manually attach to all local networks, starting with Vodafone and then trying all other available networks before trying Vodafone again. Try to send a text and then try to make a call.

My SMS aren't sending?

Can you check that you have the correct message centre number on your phone? The correct message centre number with the Woolworths Mobile Global Roaming SIM is +31 65409 40601. **How to find this may differ depending on the version of software that is on your phone.**

1. Go to the SMS application from your phone.
2. Tap on "Menu" and then on "Settings".
3. Look for the "Message centre" and select it.
4. Enter +31 65409 40601 and tap on "Ok".

Send a test SMS again.

My SMS are sending from my phone but they're not delivering?

Firstly ensure the contact you are sending your SMS to is saved in your phone with the full international dialing code. So if you are sending an SMS to Australian mobile number 0412 345 678, this needs to be saved in your contacts as +61412345678 (or 0061412345678). If the number is saved in your contacts without the +61 international dialing code and you try to manually input this number with the code attached when sending a message, a smartphone will typically recognise the number and send it to the number as it is stored in the phone (without international dialing code). When this occurs, we will still attempt to send the message but it will be undelivered as the system won't recognise where this text needs to be delivered to.

I'm unable to access data

Follow these directions first:

- Are your APN settings correctly applied?
- Do you have data roaming roaming turned on?
- Do you have sufficient credit or an active data bundle on your account?
- Try accessing a different webpage or application to the one you've had difficulty connecting to.

Follow the instructions below for assistance with troubleshooting data issues on your phone. After performing each step, please ensure that your APN settings are still correctly applied and roaming is enabled and test to see if the issue is resolved.

1. Toggle flight mode: Tap Settings > Wireless and networks, turn flight mode on, wait three seconds, and then turn off again.
2. Restart your phone, remove and reinsert your SIM card and turn your phone back on.
3. Try another location. If a different location works, but the original location still does not, it may be due to the network coverage in the area.

I'm unable to make or receive calls

Follow the steps below to resolve this issue. Please test after each step.

1. Toggle flight mode: Tap **Settings** > **Wireless and networks > Enable Flight Mode**, wait five seconds, then turn off flight mode.
2. Turn your phone off, remove your SIM from your phone and from your SIM card holder. Replace your SIM into it the SIM card holder and then back into the phone. Turn your phone back on.
3. Try to make or receive calls in another location.
4. Disable 3G and try again.
5. If you are still experiencing difficulty contact customer support.