



EE SIM + MiFi Guide

Getting started with EE data

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Why do I need this guide?

SIM cards and MiFis allow your devices - for example a mobile phone, tablet or laptop - to connect to the Internet

Once set up and activated, you will be able to use **mobile data** to get online and use email, browse the Internet, access online banking and much more

The SIM you have received is preloaded with data, however when this runs out you will need to top it up, following the instructions in this guide

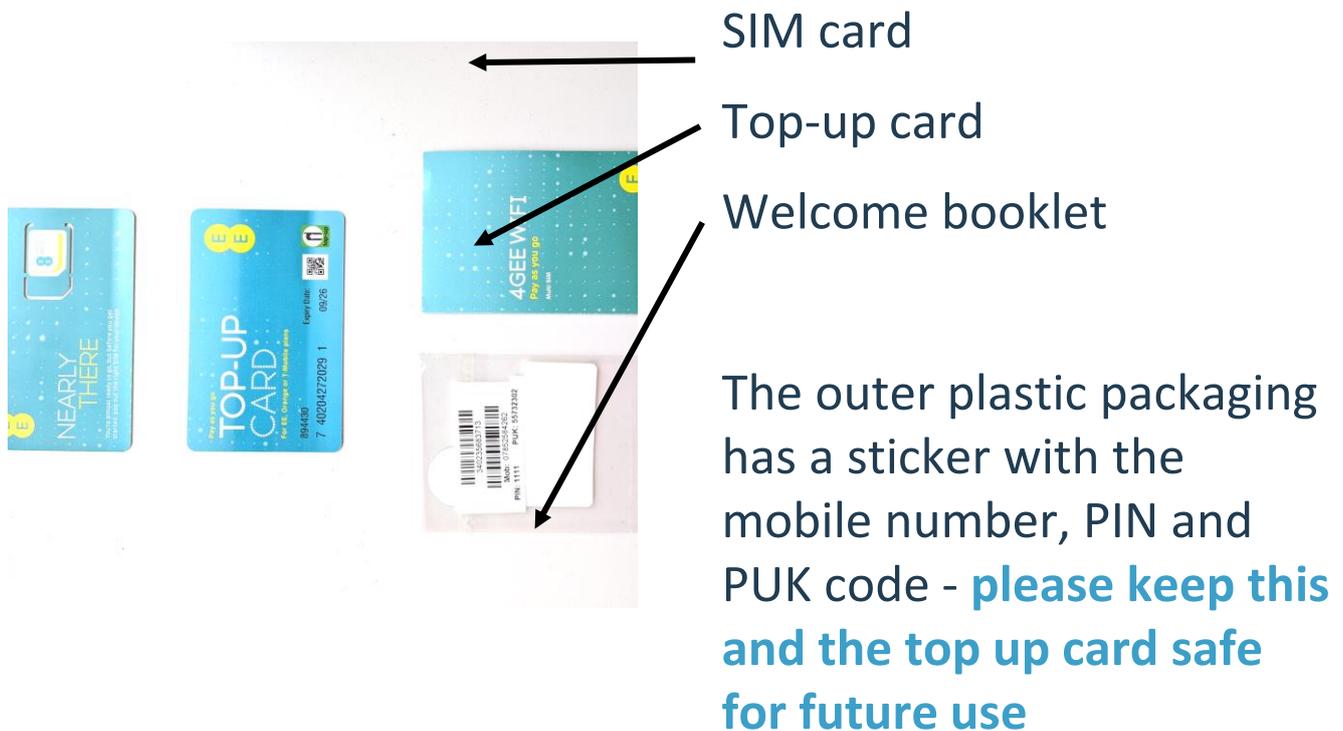
Mobile data usage is measured in megabytes (MB) and gigabytes (GB) - actions such as watching videos or downloading apps usually use more data than viewing an email. We therefore advise that data is used only for your training sessions. Please see p.17 for more information on data usage



Get Started with Your EE SIM

A SIM card is inserted into your device (mobile phone, tablet or MiFi) to give Internet access. The SIM you have been provided with is from **EE**, so they will be your network provider and who you need to top up with in future.

What's included:



The steps are as follows and continue on the next page:

1. Find the SIM size required
2. Insert the SIM into your device
3. Activate the SIM



Get Started with Your EE SIM

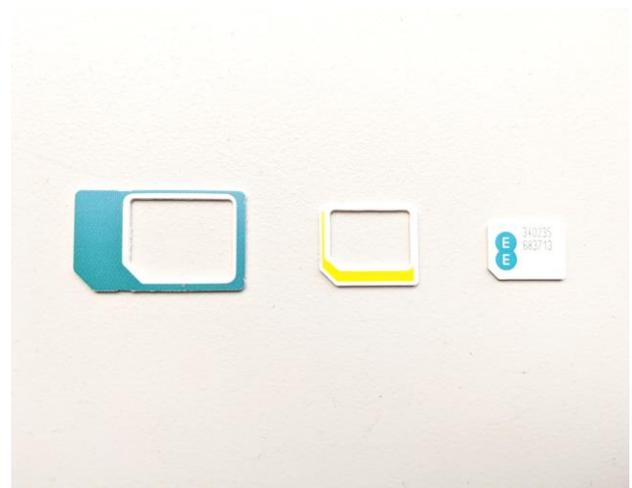
1. Find the right SIM size

SIM cards come in 3 sizes: Standard, Micro and Nano. All three sizes are included, so you will need to pop out the one that fits your device.

This information is usually included in the documents that came with your device, or in your setup guide from We Are Digital, if applicable.



SIM and size guide



Standard, micro and nano sizes

The card that contains your SIM will have a handy size guide on the back, as above.

Once you have popped out the right size SIM, it's time to insert it into your device



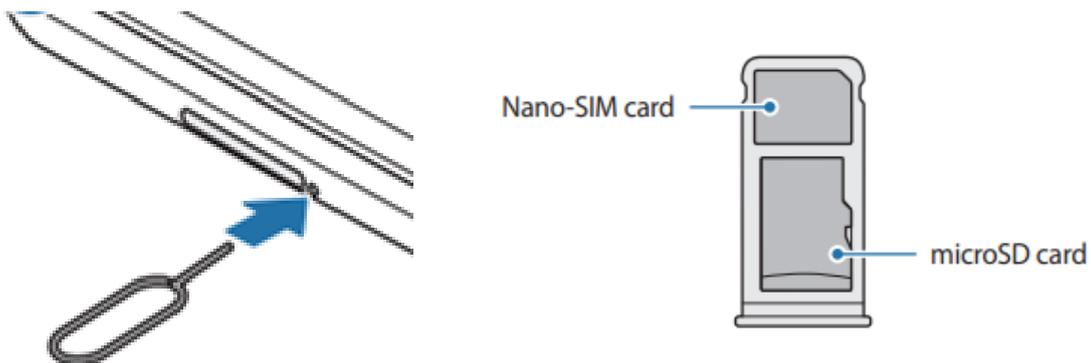
Get Started with Your EE SIM

2. Insert the SIM into your device

Most devices have a SIM tray or slot. Older mobile phones may require removing the back cover. If you are not sure, please check your device's user manual or guide.

Make sure the device is **turned off** before following the steps below:

a) SIM tray (most smartphones and tablets)



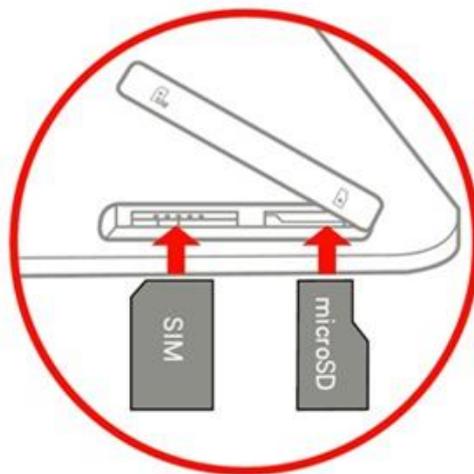
1. Locate the SIM tray on your device and insert a paperclip (or SIM tool if provided) into the small hole
2. Push firmly to release the SIM tray and remove
3. Place your new SIM into the tray, making sure the notch in the card matches the shape of the tray
4. Replace the SIM tray into the device and push gently to close



Get Started with Your EE SIM

b) SIM slot

1. Locate the SIM slot on your device and lift the cover
2. Insert the SIM with the gold contacts facing down
3. Push the SIM gently into the device
4. Replace the cover



c) Removable back cover (older mobile devices)

1. Take the back cover off your device and remove the battery
2. Look for the SIM symbol and insert the SIM into the slot, with gold contacts facing down
3. Replace the battery and cover



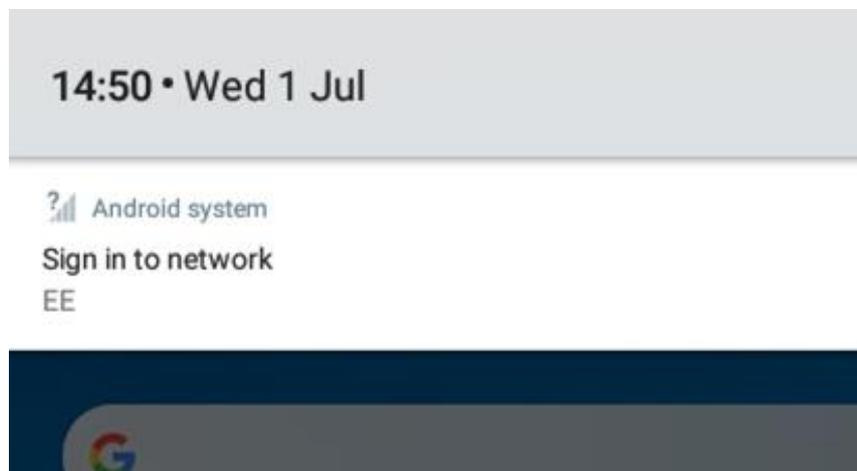


Get Started with Your EE SIM

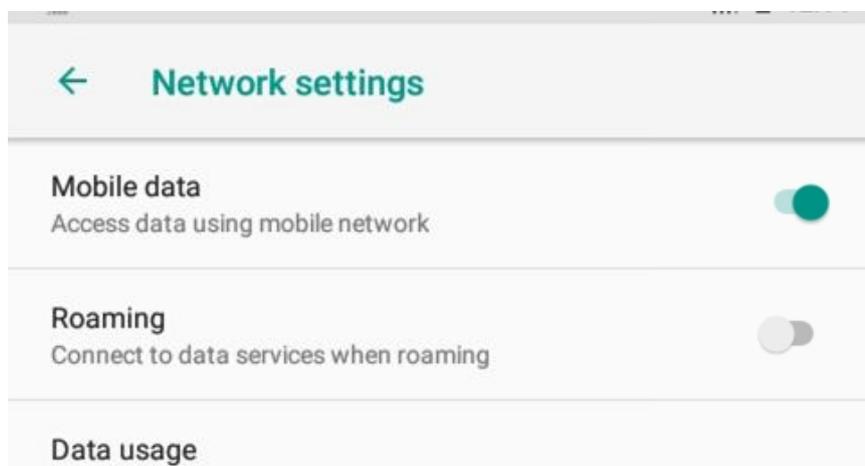
3. Activate the SIM

To start using the Internet, you will first need to activate the SIM. Turn your device on and follow the below steps:

1. Look for a **'Sign in to network'** notification at the top of your screen, and tap on it:



(not appearing? You may need to enable mobile data: Go into your device settings (usually a cog symbol) and under the Network or data settings turn **mobile data network** on)

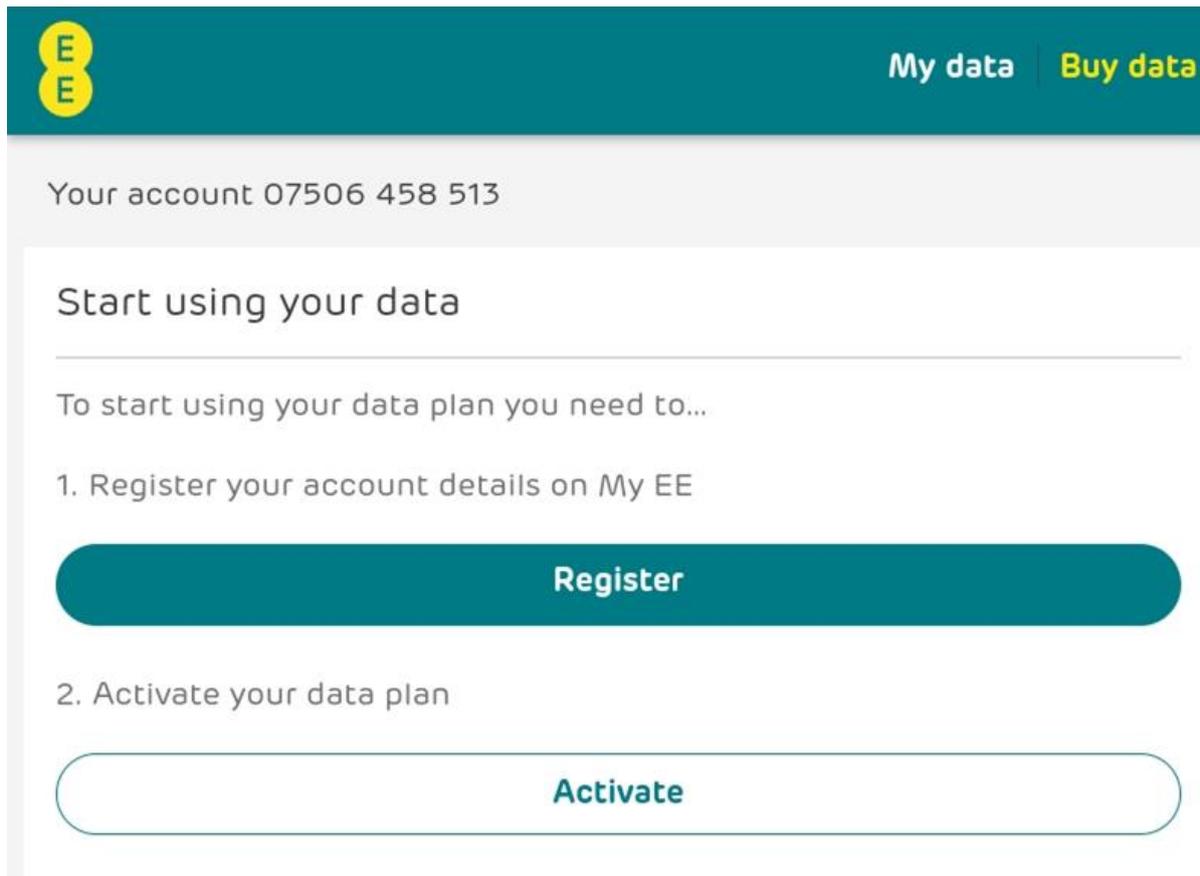




Get Started with Your EE SIM

3. Activate the SIM

2. The screen pictured here should now load:



3. (optional) Tap **Register** to set up an account with EE. If you prefer, you can skip this step and register later at <https://id.ee.co.uk/register> if you change your mind

4. Tap **Activate** and the window will automatically close

5. Test it out! Search or open a web browser to check that your new data network has been activated



Topping Up

Although your EE SIM is preloaded with data, when this runs out you will need to “top up”. There are several methods of doing this. First, check how much data you have left:

Check your data

In your web browser, go to: add-on.ee.co.uk

This page will tell you how much data you have remaining, as well as how many days left before the data expires

Your mobile number



Your account 07506 458 513

Data remaining



Your data

lasts for up to 90 days

5.7GB left of 6GB



0MB

6GB

Time remaining



Lasts for 42 Days 21 Hrs

+ The important stuff

Current credit

£0.00

Top up

If it's time to top up, and you'd like to do so online, tap the green **Top up** bar. You can also go straight to the top up page at ee.co.uk/topup



Topping Up: Online

Personal Business Store Finder Coverage checker Contact us Login / Register

My EE Shop Help Why EE

My EE > Make Payment Manage My EE Home >

MAKE A PAYMENT

Top up or pay your bill

You're about to make a payment or top-up for:

07506458513

Top up or pay another number >

Continue

RELATED HELP ARTICLES

- 1 Ways to top up**
There are lots of ways to top up - find out which suits you best
- 2 Pay your mobile bill**
We've made it easy for you to pay your EE bill - here are all your choices

You'll now see a page confirming your number - tap **Continue**

(If you're using a different device or someone else is topping up for you, the mobile number will need to be typed in manually instead)

TOP UP OR PAY A BILL

To top up, you just need an EE pay as you go number and a payment card

Right, let's top up your EE number: 07506458513

1. Your details 2. Confirm 3. Complete

Minimum top up is £5

£10 £15 £20 £25 £30 £35

Your card details

First name Last name

Card number

Expiry date
Month Year

CVV code

Feedback

Next you will need to fill in the following:

- How much you would like to top up with (minimum £5)
- Card details
- Billing address

Tap **Continue**



Topping Up: Online

TOP UP

Right, let's top up your EE number:
07506458513

1. Your details 2. Confirm 3. Complete

Nearly there. Please check everything is correct before you proceed.

Your payment [change?](#)

Amount: £10.00
Card type: MasterCard
Card number: **** * 0001

Card billing address - [change?](#)

Feedback

Review and confirm your details

Tap **Ok, I'd like to pay** and complete any further steps

When the purchase is complete, you can now use this credit to buy a data add-on - return to **add-on.ee.co.uk**

Current credit

£0.00

Top up

Get data

30GB | 90 Days £44.00
This mobile broadband pay as you go add-on gives you 30GB of UK+EU data valid for 90 days.
Top up
[+ The important stuff](#)

200MB | 30 Days £2.00
200MB of data which will expire after 1 month. It can be used in the UK & EU with 4G speeds of up to 60 Mbps.
Top up
[+ The important stuff](#)

2GB | 30 Days £7.00
2GB of data which will expire after 1 month. It can be used in the UK & EU with 4G speeds of up to 60 Mbps.
Top up
[+ The important stuff](#)

Tap **Buy data** in the top right hand corner

Your current credit will be shown at the top of the page.

Choose a pack based on the most suitable amount of data, time limit and price for you - tap the green bar under your chosen pack to add it



Topping Up: Other Methods

Top Up by Phone

You can top up over the phone (please note depending on your phone plan there may be a charge for this call)

You will need:

- Payment card
- The mobile number of the SIM card you would like to top up

How to top up:

- Call 0800 079 8586 (charges may apply)
- Choose top up and follow the instructions given

Top Up In Store

Top up your account by taking your top up card into any EE shop, or any shop where you see the green top up logo

You will need:

- Top up card
- Payment method



How to top up:

- Take your top up card into the shop
- Top up with an amount from £5-£50
- Staff will swipe your top up card



Topping Up: Other Methods

Other Top Up Methods:

Other ways to top up include:

- In store: purchase a top up E-voucher
- Using the My EE app, available to download from the Google Play or Apple store
- Registering at myaccount.ee.co.uk to set up automatic card payments (recommended if you would like to use the same pack every time)

For further support from EE:

- Online: <https://ee.co.uk/help/>
- Phone: 0800 079 8586 (call charges may apply)
- In store at EE



SIM: Troubleshooting

SIM not recognised

If, after inserting your SIM and enabling mobile data on your device, nothing happens, please try the following:

- Turn your device off and on again
- Go to **add-on.ee.co.uk** and follow the instructions to activate your SIM on p.7
- Check the SIM card has been inserted correctly, with the notch in the correct corner and facing the right way for your device (see user manual)
- Check the SIM is clean and not damaged
- Wait 24 hours and try again

If none of the above work, you may need to order a new SIM - please call logistics on 03333 444 019

My SIM was activated but I can no longer connect to the Internet

You may have run out of data. Follow the steps in the **Top Up** section of this guide to check your data remaining and expiry date, and top up if required

There may also be a problem with network coverage in your local area - see the EE Coverage Checker:

<https://coverage.ee.co.uk/coverage/ee> or
<https://istheservicedown.co.uk/status/ee>



Get Started with Your 4GEE Wifi

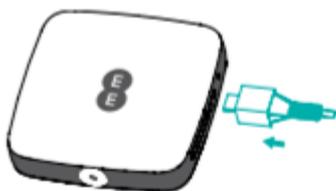
A MiFi is a portable device you can connect your mobile, tablet, laptop or desktop computer to via WiFi. This gives you access to **mobile broadband**, so you can use the Internet on your device(s). We've included two models here, so check which one you have using the below images:

Setting up your MiFi

1. Lift the cover or SIM cover and insert the SIM:



1. Charge the MiFi by plugging the smaller end of the charging cable provided into the MiFi, and the larger end into a switched on device (e.g. tablet or laptop)
2. Turn on the device by holding the power button

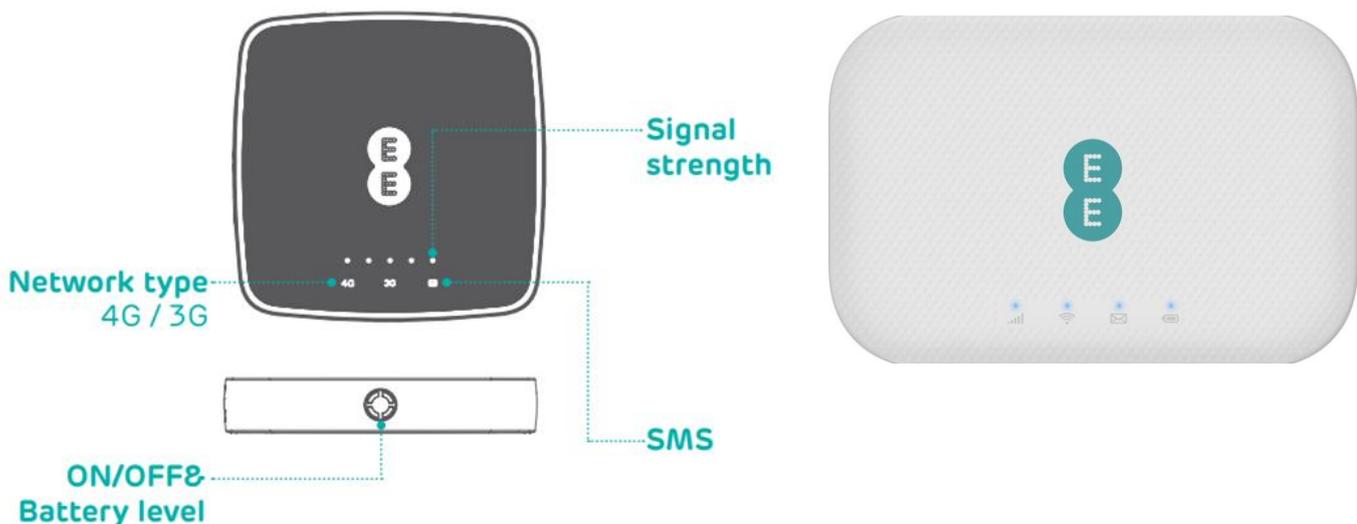




Get Started with Your 4GEE Wifi

Activating and connecting to your MiFi

1. Make sure the MiFi is turned on and the 3G or 4G light is illuminated
2. Find the network **name** and **password** on the **Keep Me Card** provided with your MiFi - keep this card safe
3. On the device you would like to connect, look in your WiFi/network settings to find the network name as printed on the card
4. Click on the network name and enter the password as printed on the card
5. On the EE page that loads, click **Activate**
6. Enter 192.168.1.1 into your Internet browser
7. Enter your username: **admin** and password: **admin**



Please note: different models may not exactly match this diagram



MiFi: Troubleshooting

If your MiFi is not working as expected:

1. Check the device is fully charged
2. Check the WiFi is on, on your mobile/tablet/laptop/PC
3. Check all network lights (3G, 4G) are yellow
4. Turn the MiFi off and on again (if unresponsive, hold the power button for 10 seconds to restart)

Forgotten password

Use the Keep Me Card as a reminder. If you change your password and later forget it, insert a paperclip into the reset hole to reset the MiFi, and set up again following the steps on the previous page.

Hibernation

Your account may go into “hibernation” mode if it hasn’t been used for 180+ days. This can sometimes happen even if your SIM or MiFi is brand new. Call EE on 0800 956 6000:

- Press option 1, option 2 and enter your mobile number (found on the SIM card packaging) followed by the hash # button, option 4, option 2, option 4 and option 2
- You will then be able to speak with someone to reinstate your account



Using Your Data

Any activity you carry out online - including viewing web pages, downloading or uploading, watching videos or making calls - uses up data. Here are some examples of how much data some common activities can use.

(Please note these are estimates)

| Activity | 1GB data is equal to... |
|-------------------------------------|--|
| Accessing web pages | 600 web pages (approx 12 hours browsing) |
| Basic e-mail/instant message | 350,000 messages |
| Rich e-mail/IM (with attachments) | 2,000 messages |
| Downloading or streaming music | 200 songs |
| Downloading or streaming video (SD) | 2 hours |
| Downloading or streaming video (HD) | 30 minutes |
| Skype voice call | 30 hours |
| Skype video call | 4 hours |
| Listening to online radio | 16 hours |
| Downloading or updating apps | 25 apps |