



# O2 SIM Card Guide



# Contents

This guide will go through the steps to get started using your O2 SIM:

- Inserting the SIM
- Activating the SIM
- Topping up



# Getting started



The O2 SIM card will arrive with several size options: standard, micro and nano (these are clearly marked on the card)

Punch out the size that fits your device; this information is available in the device user manual

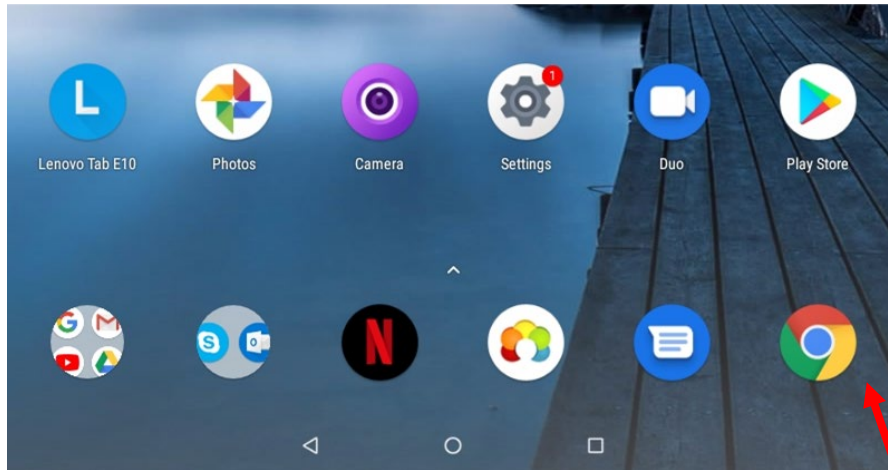
Insert the SIM while the tablet is off:

- Push gently into a SIM card slot
- Or, Insert into a SIM card tray

Keep the packaging for reference, as this contains your mobile number

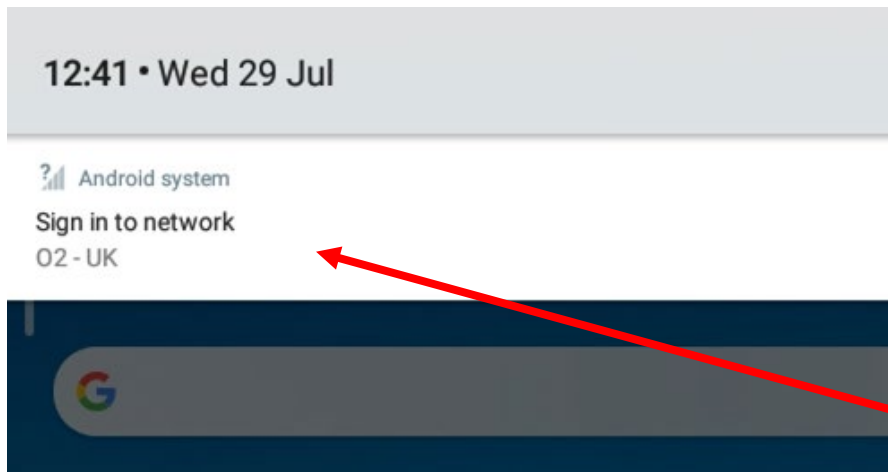


# Activate



Once you have set up your device, it's time to activate the SIM card

Activation allows you to start using the data to browse the Internet, download apps and more



Open your browser (e.g. Chrome) and tap on the top bar. Type **mbb.o2.co.uk** and press the green magnifying glass

**Or**

You may see a **Sign in to network** notification pop up at the top of your device - tap on it



# Activate

## Sign in

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### Manage your account

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Buy data, check your balance or manage your account. It's easy with your Surfer plan.

We just need your number to point you in the right direction. Use your mobile broadband number to sign in below. It's on the credit card sized holder that came with your sim. You might want to make a note of it, or tick the 'Remember me' box below, because you'll need it whenever you top up or check your account.

Mobile broadband number

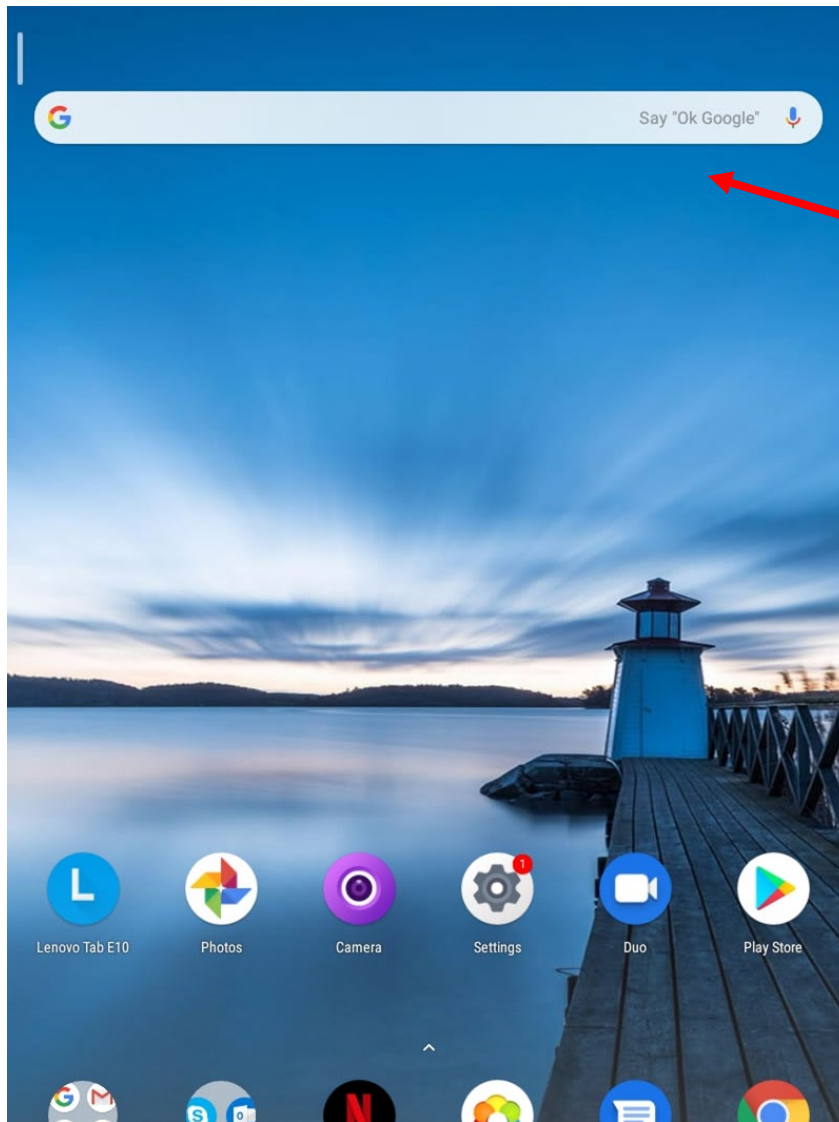
Remember me

**Sign In**

Tap on the white box to bring up your keyboard and type your mobile number (this can be found on the SIM packaging) - tap **Sign In** to proceed



# Activate



The SIM should now be activated!

Try searching for something using the bar on your home screen to see if you are connected (tap on the bar to start)

If not, restart your device by pressing the power button for 2-3 seconds and tapping **Restart**

Please note, in some cases it can take up to 24 hours to activate, however usually your data will be available to use immediately





# Topping Up

O<sub>2</sub> Top up Pay & Go data *Telefonica*

Account summary Purchase history Add a device Change my tariff Cancel my tariff Change my card Edit my details

Pay & Go data  
Find the right tariff for you

Add data and get going

Choose a tariff

Pick the Surfer Plan that suits you.  
[Buy data for a different device](#)

Light Surfer  
One-off top-ups that last for a day or a month.

Steady Surfer  
Get 10% off every month with an auto top-up.

Ultimate Surfer  
90 day and 12 month top-ups for data that lasts longer.

**Light Surfer**  
Just enough data. Whenever you want.

300MB data  
300MB data  
4G ready  
Lasts for up to 24 hours  
[More details](#)

£3.00  
one off

Select

300MB data 1GB data

To see how much data you have remaining, go to **mbb.o2.co.uk** (as previously) and enter your mobile number

The account summary page will tell you how much data you have remaining, and when it runs out

You can also top up from this page - choose from:

- One-off top up
- Auto top up (renews each month)



# Troubleshooting

Here are some steps to try if you are having trouble with activating or topping up:

## Can't activate the SIM

- Restart your device and repeat the steps on p.5

## The SIM is activated, but the device is not connected to the Internet

- Restart your device
- Make sure mobile data is on (this can be found in your device settings)
- Turn off WiFi
- Check your remaining data and time limit

## Other issues (e.g. faulty/damaged SIM replacements)

- O2 Gurus in store or online: [o2.co.uk/guru](https://o2.co.uk/guru)