



## SIM card

### Quick User Guide

Cost saving tariffs worldwide  
[www.koko-mobile.com](http://www.koko-mobile.com)

### Register SIM card



Go to [www.koko-mobile.com](http://www.koko-mobile.com) choose **MyAccount** and follow the instructions to register.



Insert SIM card in your mobile device and switch it on.



Configure the APN for Internet access "**chili**". No proxy, port, password or other information is necessary.

APN link for iOS phones.

<https://chilisim.com/apn.mobileconfig>



In your **MyAccount > Packages** you will see the available data packages. Going to **SIM card > functions** you can select the top-up mode for your SIM.



Make sure that your device is not **SIM-locked**.

### Voice Calls



**Call-through:** Dial the desired number

- you are connected immediately



**Call-back:** dial the desired number

- wait for the call-back
- accept the call
- you will be connected now



In your **MyAccount > SIM card** you can personalize your SIM card, buy additional local numbers, check rates and much more.



For support send us a ticket from your **MyAccount > Help > Support** or simply email our support team at [support@koko-mobile.com](mailto:support@koko-mobile.com)

provided by NAKA AG

### Tips & Tricks

If you have purchased a starter-kit with data volume included for a limited number of countries, we recommend to top-up at least CHF/EUR 20.00 to be able to use the internet in all countries.

All numbers need to be dialled with a "+" or "00" and country code. It is also recommended to save all your contact numbers in this manner.

You can request calling and data tariffs for the country you are in by dialling **\*141#**

You can request your current balance by dialling **\*130 #** or in your **MyAccount > Account overview**.

**Important:** in case a data connection is not available, please make sure that the access point name (APN) is set to "**chili**"