

First things to know

Inserting your SIM card

Depending on your device, there are different methods to insert the SIM card. In any case, there is only one possible direction to insert it. If the card does not fit, do not force it in, as this may damage your device or your SIM.

On some devices, the card is inserted into a slot. The slot is composed of a spring for extracting the card; make sure you hear the clicking sound when you insert the card to be sure it is recognized by your device.

For detailed information on SIM card insertion for your device, you can refer to the Quick Start Guide for your device, available to download [on our website](#).

Your device must be turned off before inserting the SIM card. Turn on your device once the operation is over to allow the device to detect and set-up your card.

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