

## Cmlink-AWmobile US SIM Card Setup Guide

Please check the following settings upon arrival in the United States:

1. Check SIM Card Activation Status Ensure that your SIM card has been Activated (the suggested activation date is set for the day before you arrive in the United States). If you have not received an activation email or are unsure if you have activated it, please visit <https://mall.cmlink.com/na/zh/activate-sim> or [awmobile.us/activate](http://awmobile.us/activate)

2. Arrive in the United States and Insert Card for Use

Insert the activated SIM card into your phone. If using eSIM, please scan the QR code after arriving in the United States.

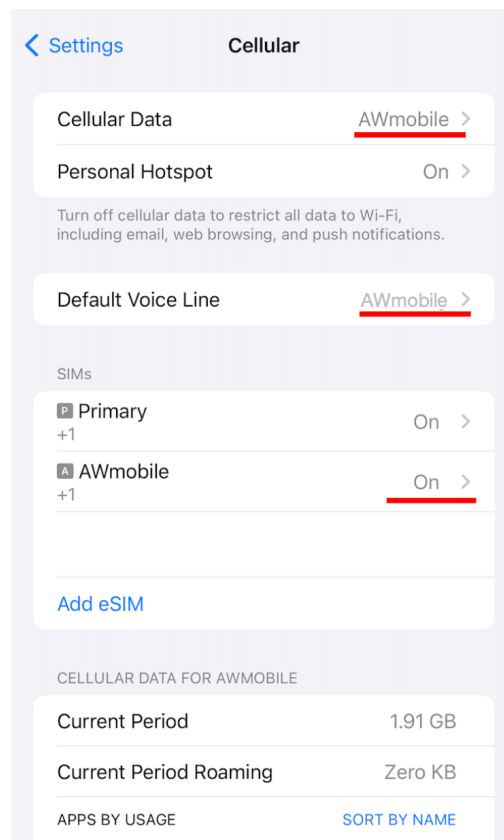
3. Set Up Phone System and Enable

Whether you are using an iOS or Android device, you need to check the system settings. The specific options may vary slightly depending on the operating system version, but they are generally similar:

### 3.1 iOS- Devices

#### 3.1.1 Open “Settings” and check “Cellular”:

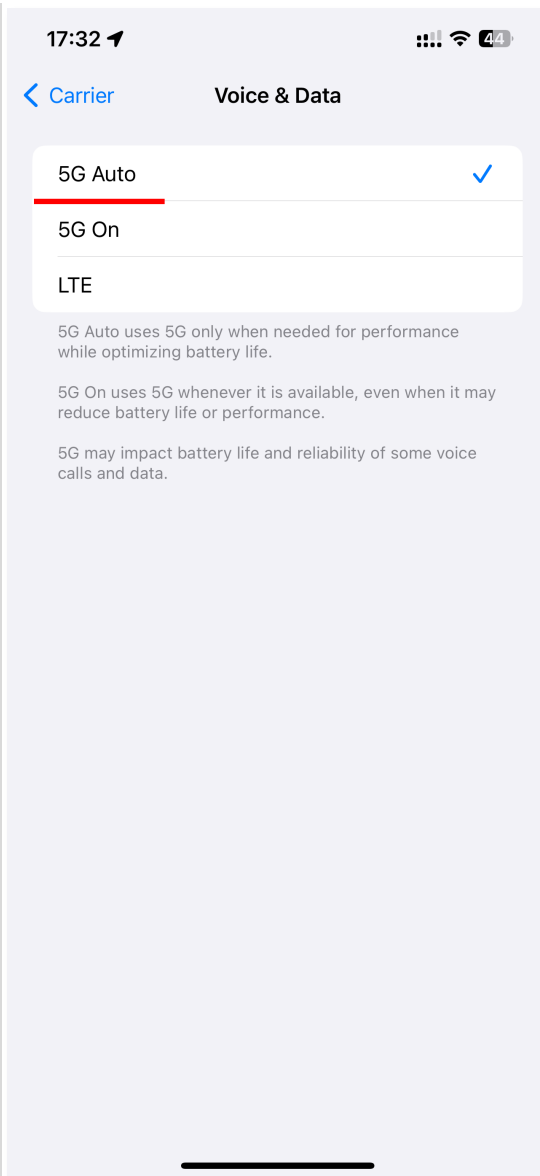
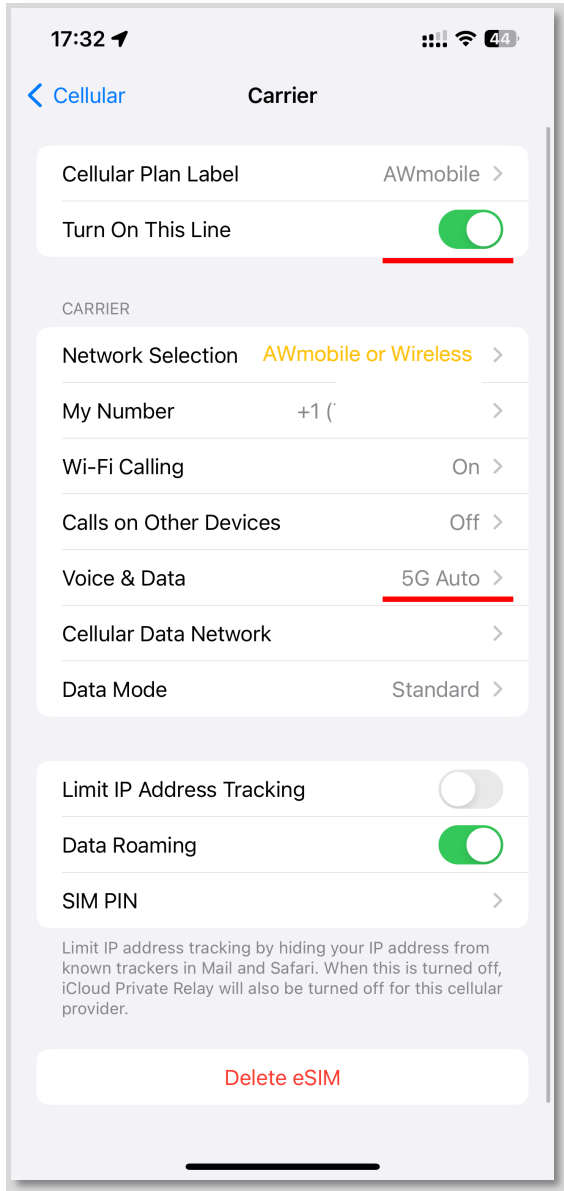
- ( 1 ) Ensure “Cellular Data” is set to AWmobile US SIM card (the name of the card can be customized).
- ( 2 ) Set the “Default Voice Line” to the AWmobile US SIM card.
- ( 3 ) Ensure the AWmobile US SIM card is set to “On” in SIM card settings.



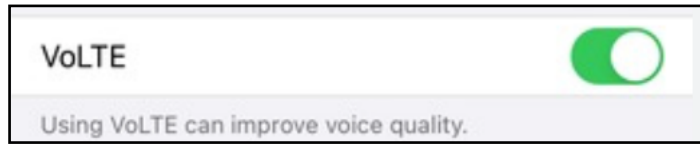
### 3.1.2 Click on the AWmobile US SIM card Under SIM Card:

( 1 ) . First, ensure that "Turn on this line" switch is turned on.

( 2 ) . Check the cellular data network option and set it to "5G Auto" to avoid using 2G or 3G.



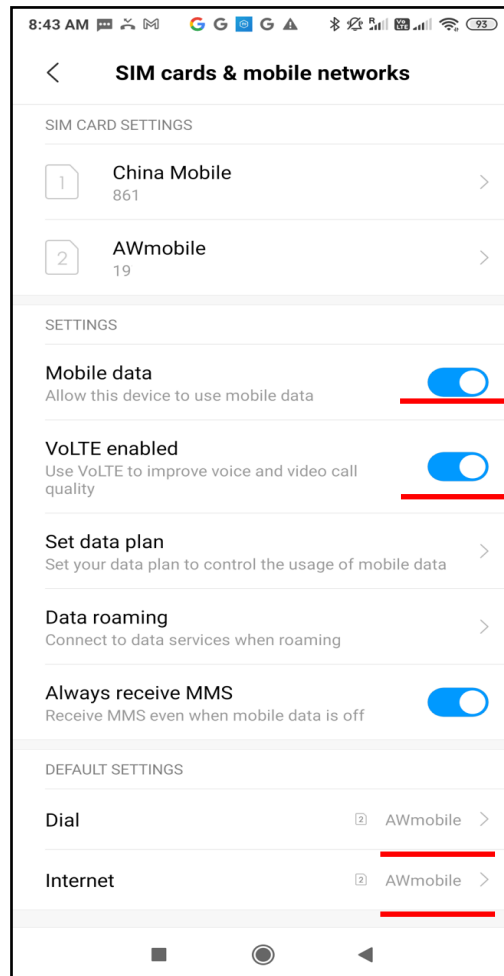
**3.1.3 VoLTE Option:** For iOS versions prior to 14.0, VoLTE needs to be manually enabled.



**3.2 Android-Devices** (Note: Different phone models may have slight differences, but the overall process is similar):

**3.2.1 Open "Settings" and check "Mobile Network" or "Dual SIM & Mobile Network":**

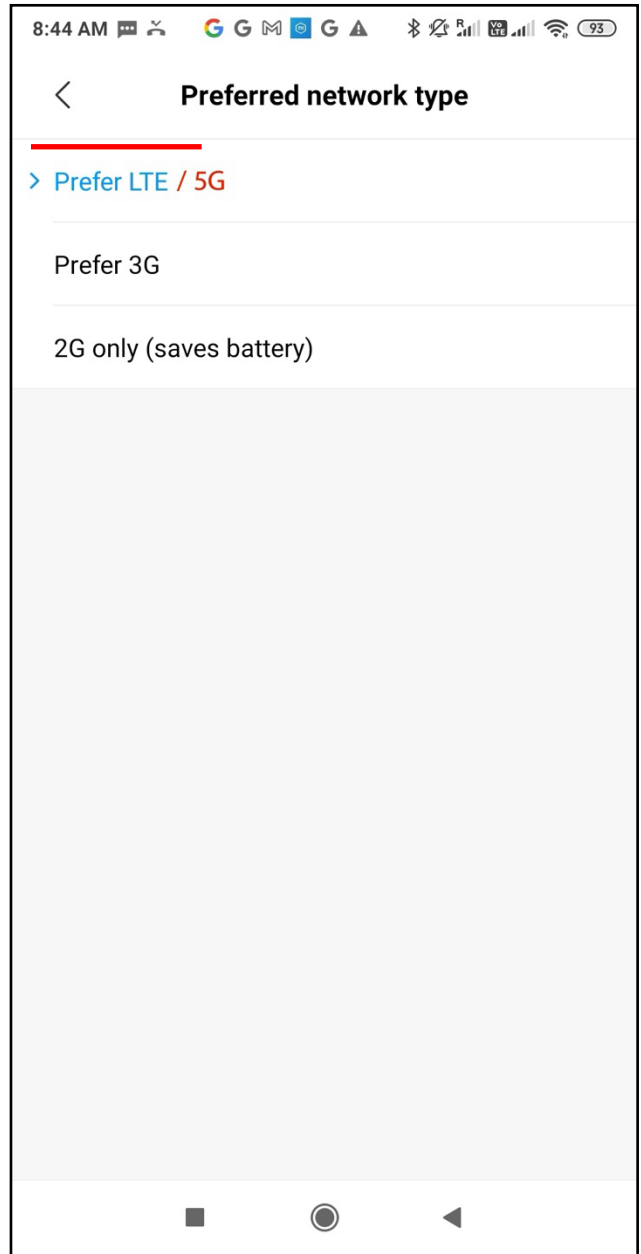
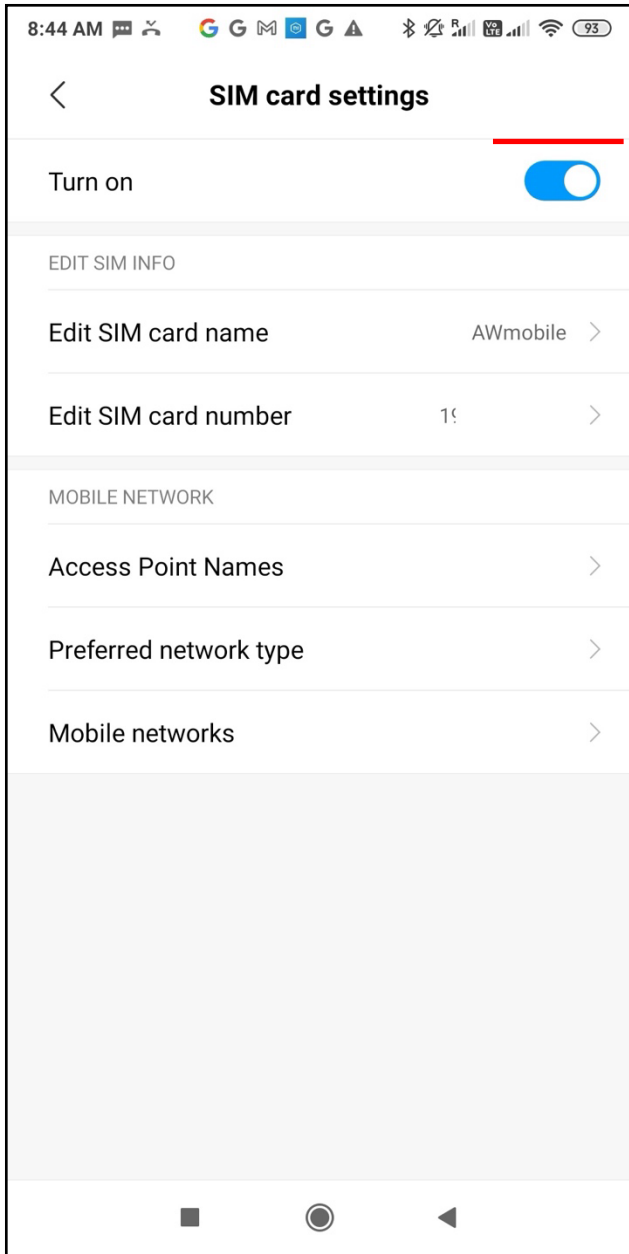
- ( 1 ) . Ensure the internet or cellular data is set to the AWmobile US SIM card (the card name can be customized).
- ( 2 ) . The dial or default voice number should be set to the AWmobile US SIM card.
- ( 3 ) . Ensure the Mobile data or Cellular data is turned on.
- ( 4 ) . Ensure the VoLTE option is turned on (default on OS versions from 2023 onwards).



**3.2.2 Click on the AWmobile US SIM card option:**

A. First, ensure that "Enable this line" or "Turn on this line" is turned on.

B. Check the network type option or network preference settings and set it to "Prefer 5G or 4G networks" to avoid using 2G or 3G.



### 3.2.3 Set Access Point Name (APN):

Please visit <https://awmobile.us/APN>.

Click "Add new APN" and enter the following information in the new APN configuration:

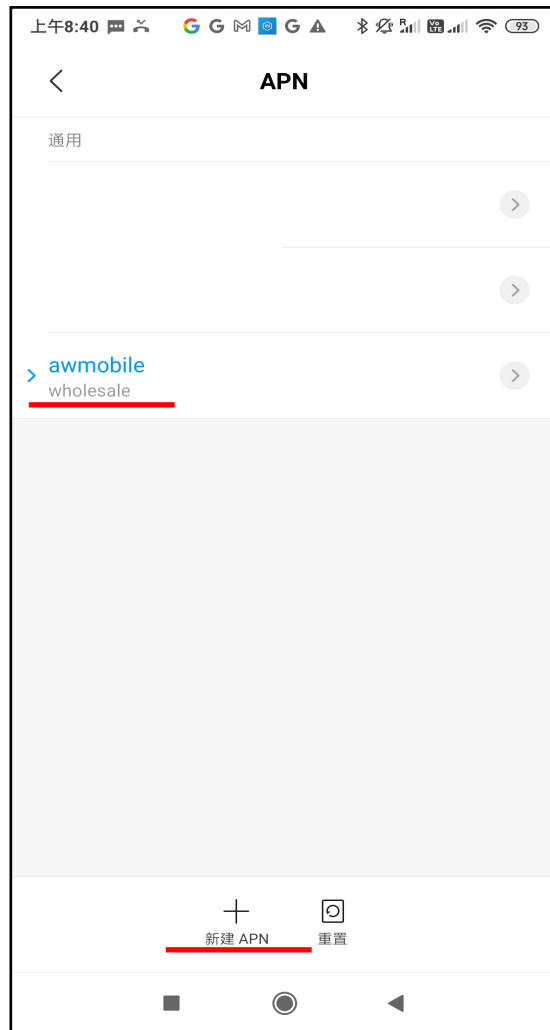
-Name: awmobile (Optional)

-APN: wholesale (Required, ensure correct lower case)

Leave other fields blank or at their default settings.

Save the settings and exit the APN configuration page.

Restart your phone and return to this page to check that the new APN settings are in effect.



**Other Notes:** For international calling, please visit [awmobile.us/login](https://awmobile.us/login), enable the feature in Settings, and agree to the Terms of Service.