Cellcom®

How to activate or reactivate *cellular service* on your **Apple Watch**

START HERE: Identify the SIM Card in your device

Cellcom operates different types of networks that require different types of SIM Cards. In order to provide you with the correct instructions, we need to identify which type of SIM Card is in your iPhone.

1. Open the 'Settings' app
2. Select 'General'
3. Select 'About' and scroll to the 'Physical SIM' or 'eSIM' section of the menu to view your ICCID.

 • If your ICCID starts with 89148xxxx, use instruction set A below.
 • If your ICCID starts with 89018xxxx, use instruction set B on page 2.

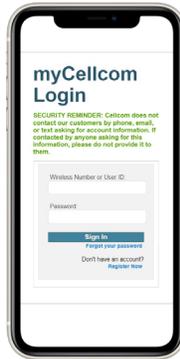## Instruction Set A- If your ICCID starts with 89148xxxx

STEP A1 Set Up Cellular

Setting up your Apple Watch for cellular service is quick and easy. When you are ready to pair your new Apple Watch, open the Watch App on your iPhone.
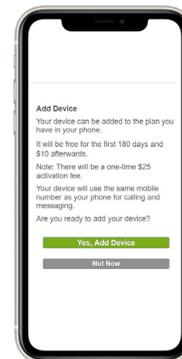
Within the Watch app, select 'Cellular' and then tap on the 'Set Up Cellular' button.

STEP A2 myCellcom Login

On the login screen, login using your myCellcom username and password.

STEP A3 Add Device

You will now be prompted to add your Apple Watch as a new Cellular device to your Cellcom account.

Tap on the 'Yes, Add Device' button to add cellular for your Apple Watch. This process will take a few minutes. Be sure to keep your device turned on and close to your phone.
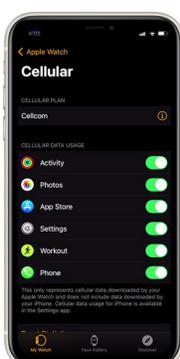
Not all user types are permitted to activate a cellular watch.

STEP A4 Close

You will now see your device has been added. You can tap the 'Close' button to exit the myCellcom screen to return to the Watch App.

STEP A5 Complete Cellular Activation

It may take several minutes for the device to complete activation and for this screen to become available. Once it becomes available you can adjust what applications on your watch you would like to be able to utilize cellular data services.

If after 5 minutes this screen still states 'Activating' it is recommended you disable Bluetooth on your iPhone for several minutes and then turn it back on.

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Instruction Set B- If your ICCID starts with 89018xxxx

STEP B1 Set Up Cellular

Setting up your Apple Watch for cellular is easy. When you are ready to pair your new Apple Watch, open the Watch App on your iPhone.
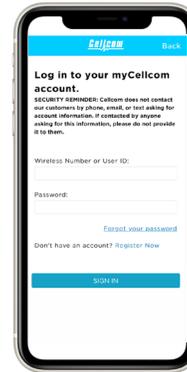
Within the Watch app, select 'Cellular' and then tap on the 'Set Up Cellular' button.

STEP B2 Welcome

Select 'Continue with Activation' to proceed to login.

STEP B3 myCellcom Login

On the login screen, login using your myCellcom username and password.

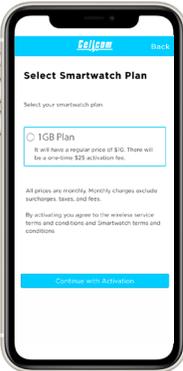*Not all user types are permitted to activate a cellular watch.*

STEP B4 Add Device

You will now be prompted to add your Apple Watch as a new cellular device to your Cellcom account.

Tap on the 'Activate a new watch' to add cellular service to your Apple Watch. This process will take a few minutes. Be sure to keep your device turned on and close to your phone.

STEP B5 Select a Plan

Select 'Continue with Activation' if you agree to the one-time activation fee and monthly fee.
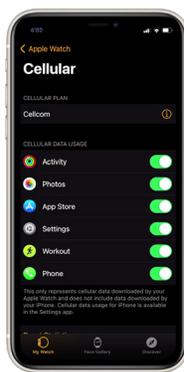
STEP B6 Accept T&C's

Please review the Terms and Conditions, click 'Accept' and 'Continue'.

STEP B7 Device has been added to your account

You will now see your device has been added to your account. You can tap the 'Done' button to exit the myCellcom screen to return to the Watch App to complete the activation process.

STEP B8 Complete Cellular Activation

It may take several minutes for the device to complete activation and for this screen to become available. Once it becomes available you can adjust what applications on your watch you would like to be able to utilize cellular data services.
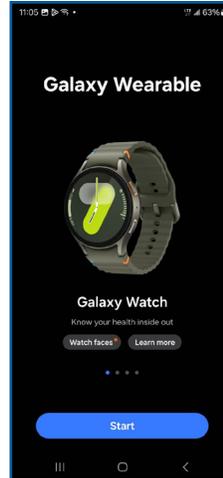
If after 5 minutes this screen still states 'Activating' it is recommended you disable Bluetooth on your iPhone for several minutes and then turn it back on.

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For our Advance Pay customers, please make sure you have enough funds on your account for the watch to work.

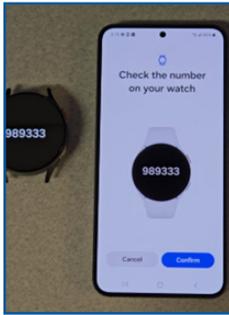# Activating Cellular Service on Samsung Galaxy Watch

Before Starting make sure that you have the latest updates for the Galaxy Wearable app as well as for the Google Play store.

1 Setting up your Galaxy Watch is easy. First, make sure your Bluetooth is on. Download the Samsung Galaxy Wearable App from the Play Store and open the Watch app on your Android phone. Go through the pairing and set up instructions.
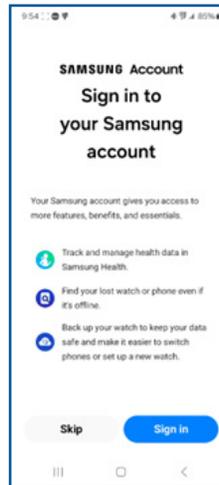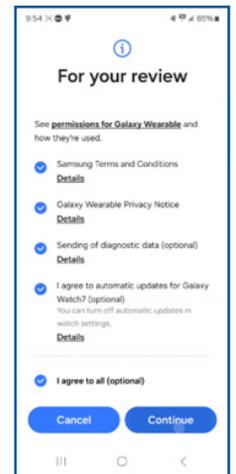
SCAN HERE TO DOWNLOAD THE GALAXY WEARABLE APP

2 The nearby watch should start vibrating and show a series of numbers that will correlate to what is on the phone. Click confirm if the numbers match up. Software may start to dowload.
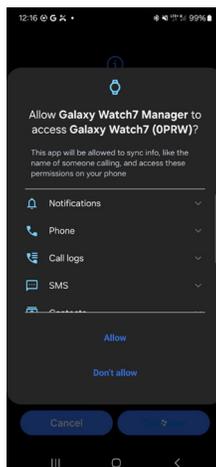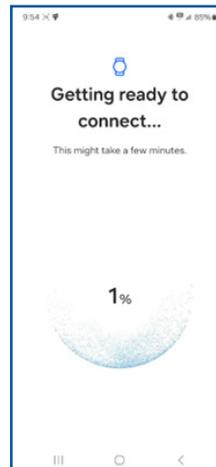
3 **Optional:** Sign into your Samsung account.

4 Please review and agree to the Galaxy Wearable permissions.

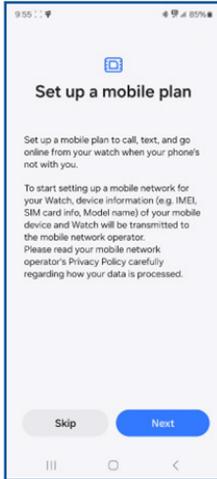**5** Click allow.

6 The app will begin to get things ready.

7 Please add your Google account to ensure that you can utilize text messaging while your device is connected to cellular services. Select "Ready to connect".

8 Please review the Terms and Conditions, click 'Accept' and "Agree" to continue.

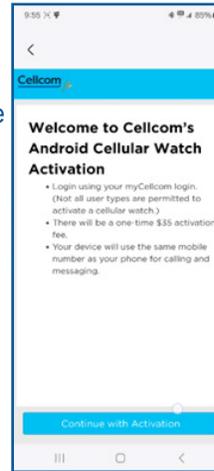**9** Follow the prompts until you get to "Set up a mobile plan".

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Activating Cellular Service on Samsung Galaxy Watch

10 After the screen finishes loading press "Next".

11 the Cellcom Welcome message will appear. Click "Continue with Activation" to continue.
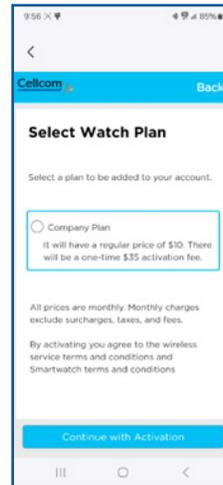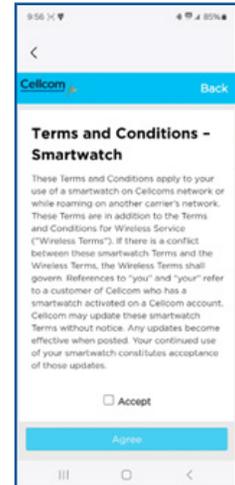
12 Log in to or setup myCellcom account."

13 Click Activate a watch.

14 Select the watch plan you want to use.

15 Please review the Terms and Conditions, click Accept and Agree
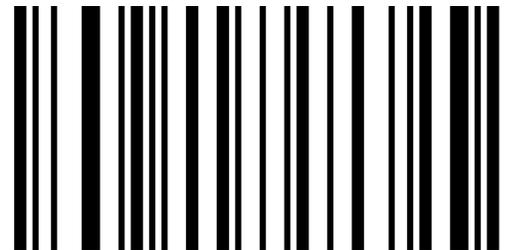
16 On the next Page click "Submit".

17 The watch will then activate and you will be shown a loading bar.

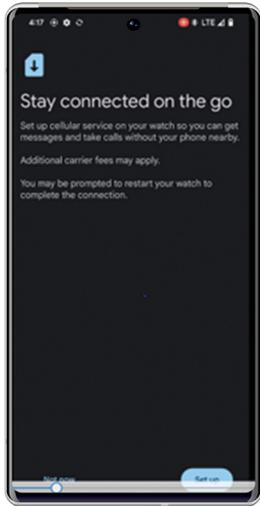**18** The app will then notify you It's "Finishing Up".

19 After it's done loading the watch will prompt you to take a tour of your device.

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How to activate cellular service on your Google Pixel Watch.
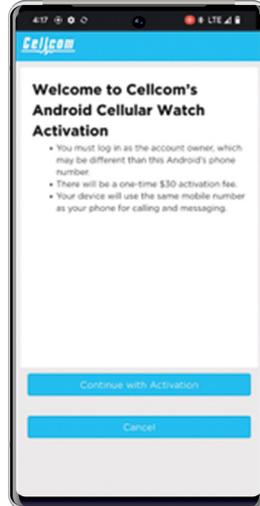
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STEP 1 Set Up Cellular

Setting up your Google Pixel Watch for cellular is easy. First, download the Google Pixel Watch app from the Play Store. Open the Watch app on your Android phone. Go through the pairing and set up instructions.
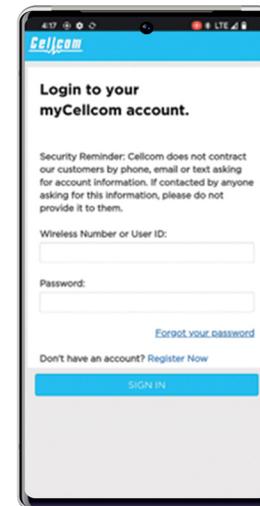
The stay connected on the go page begins the Cellular set up. Tap on the 'Set Up' button.

STEP 2 Welcome

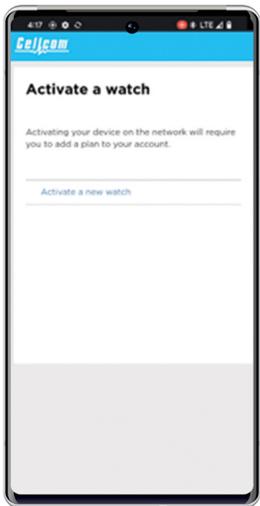Select "Continue with Activation' to proceed to login.

STEP 3 myCellcom Login

On the login screen, login using your myCellcom username and password.

Not all user types are permitted to activate a cellular watch.
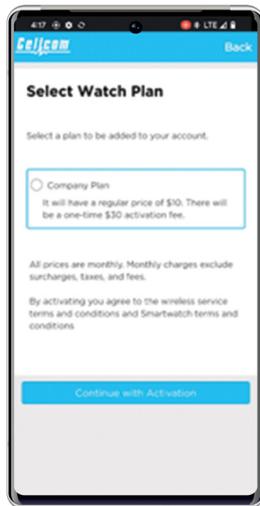
STEP 4 Add Device

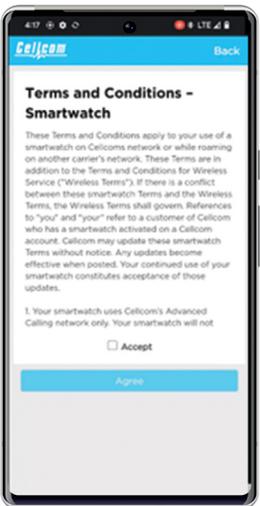You will now be prompted to add your Pixel Watch as a new cellular device to your Cellcom account.

Tap on the 'Activate a new watch' to add cellular service to your Pixel Watch. This process will take a few minutes. Be sure to keep your device turned on and close to your phone.

STEP 5 Select a Plan

Select 'Continue with Activation' if you agree to the one-time activation fee and monthly fee.

STEP 6 Accept T&C's

Please review the Terms and Conditions, click 'Accept' and "Agree" to continue.

STEP 7 Device has been added to your account

You will now see your device has been added to your account. You can tap the 'Done' button to exit the myCellcom screen to return to the Watch app to complete the activation process.

STEP 8 Complete Cellular Activation

It may take several minutes for the device to complete activation and for this screen to become available.

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