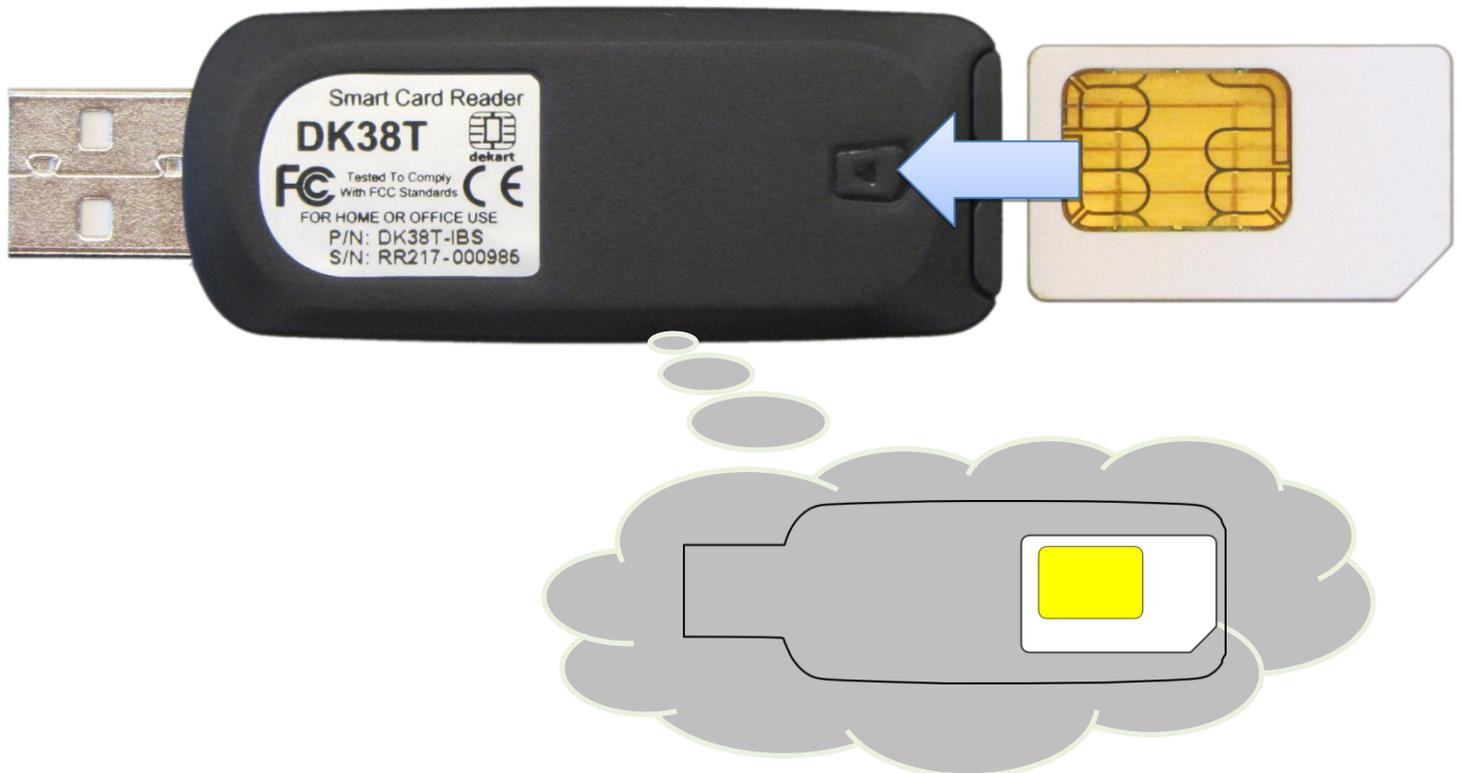




## SIM Reader quick-start guide

### Installation overview

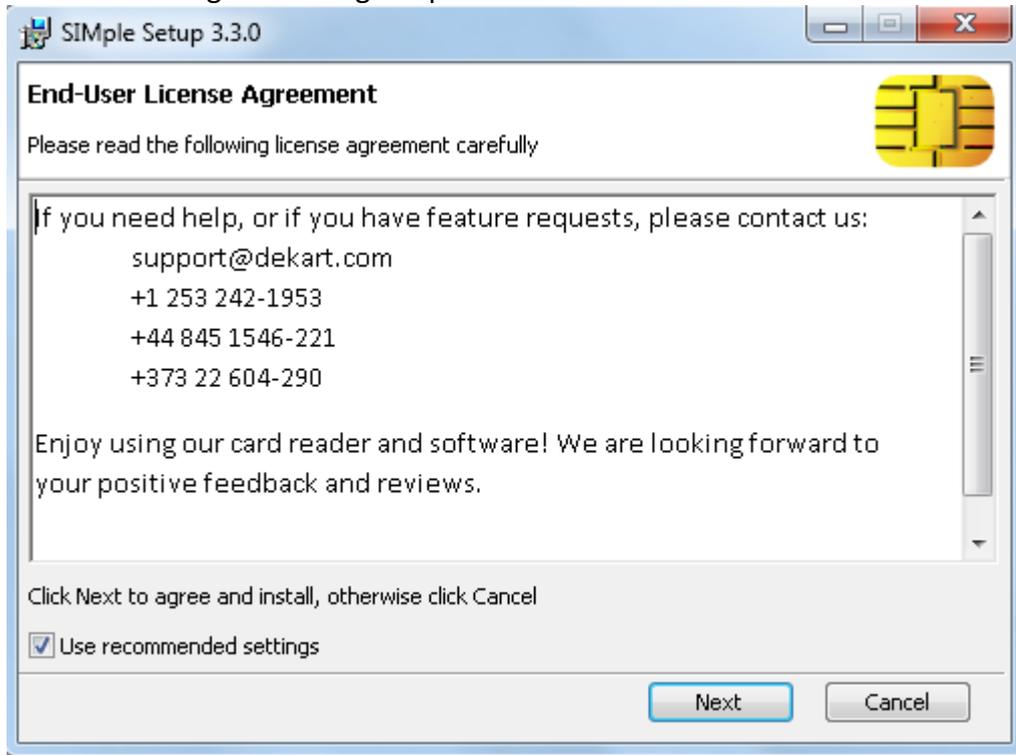
- Download and run the software (click the link):  
<http://dekart.com/pub/products/SIMple/current/English/SIMple.exe>
- Click *Next* to install SIMple, wait for the transfer to complete
- Click *Next* to install the card reader driver
- Connect the card reader to a USB port
- Let Windows “think” for a while, you will see “ready to use” when the setup is successful
- Done! You can run SIMple by clicking the new icon on the Desktop
- Slide the SIM card in, until it is fully inside the reader:



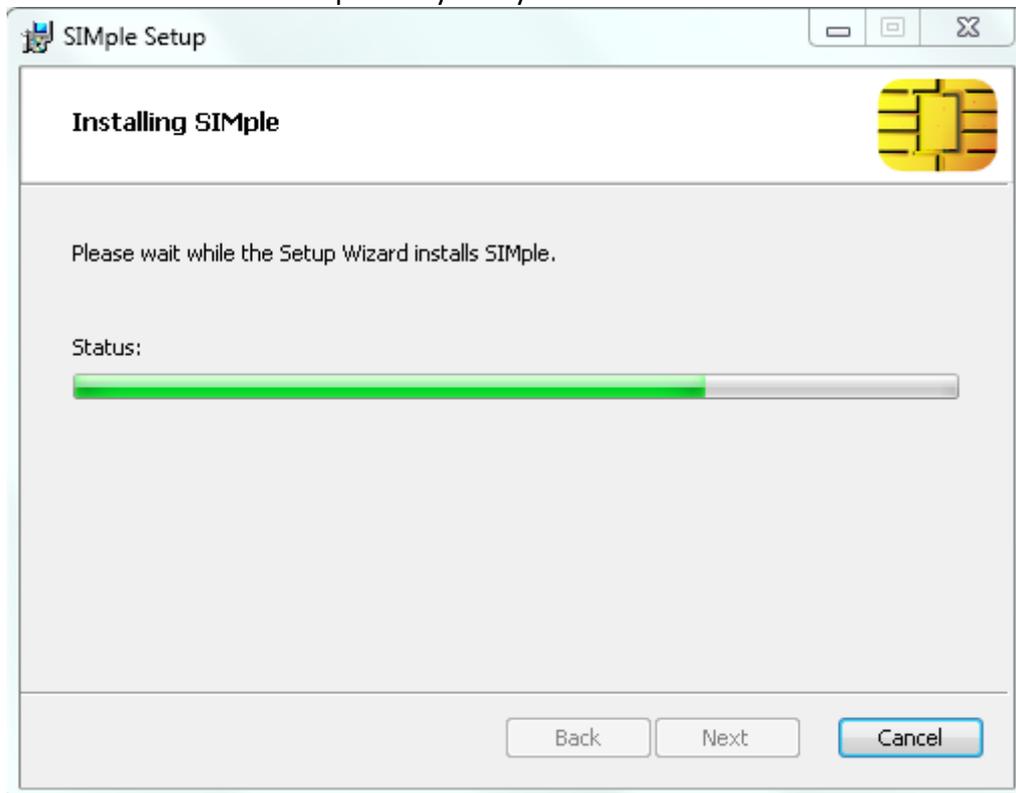


# Installation, step by step

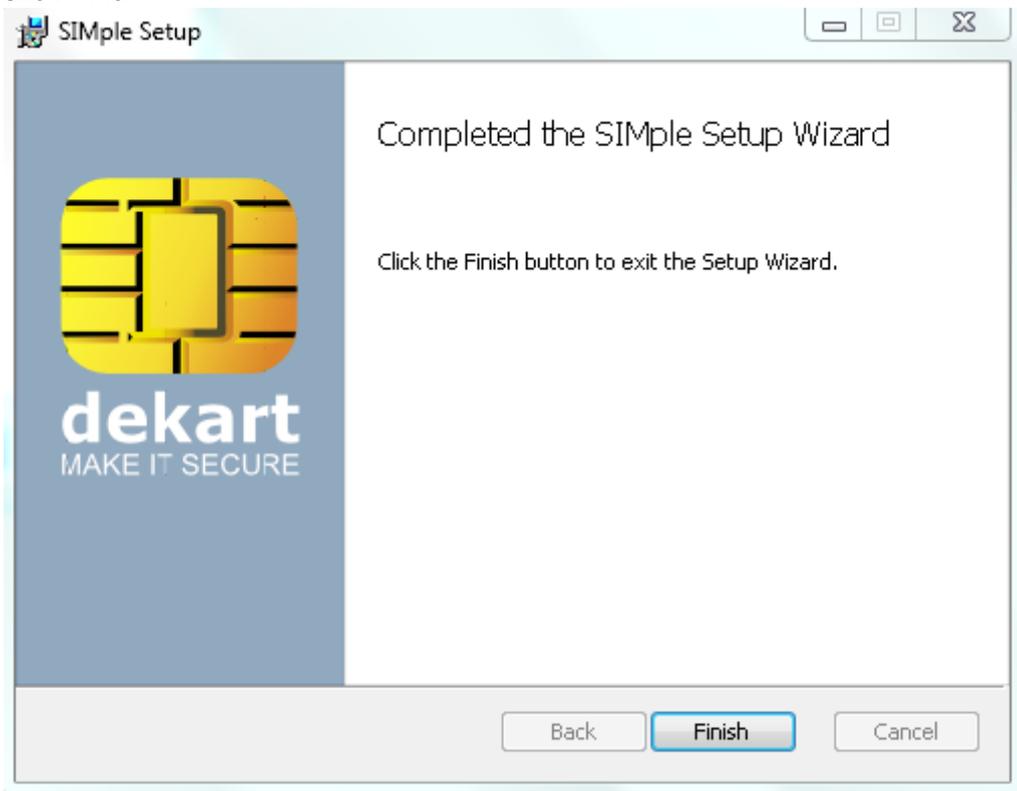
1. Download and run  
<http://dekart.com/pub/products/SIMple/current/English/SIMple.exe>
2. Click *Next* to begin installing SIMple



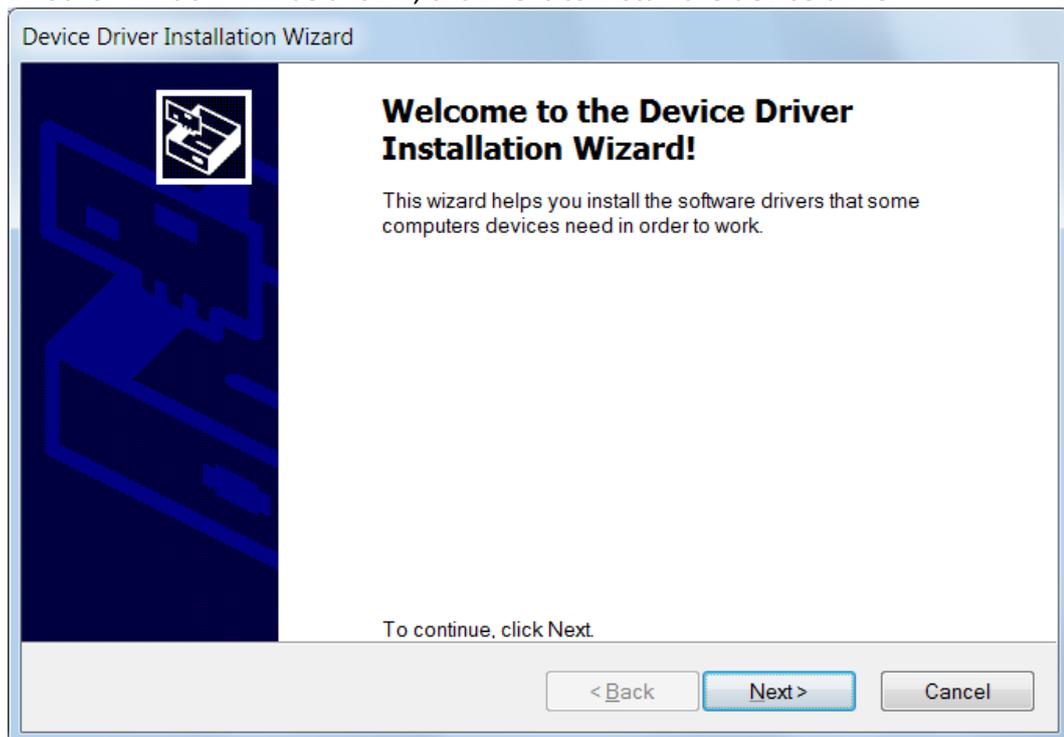
3. Wait for the files to be copied to your system



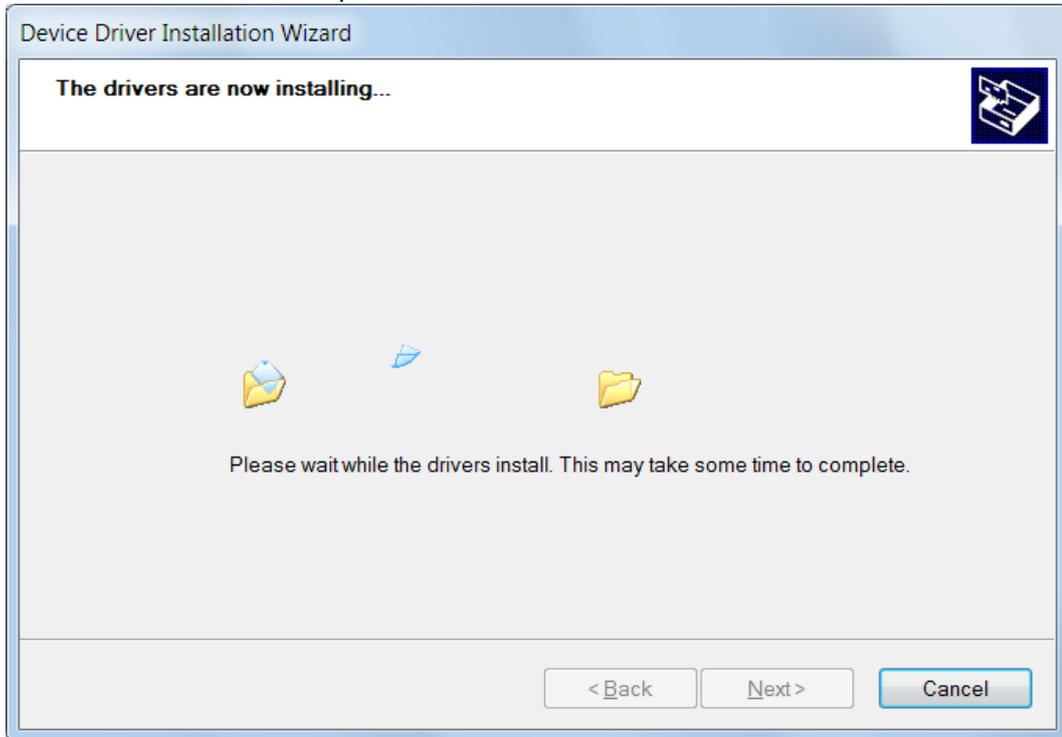
4. Click *Finish*



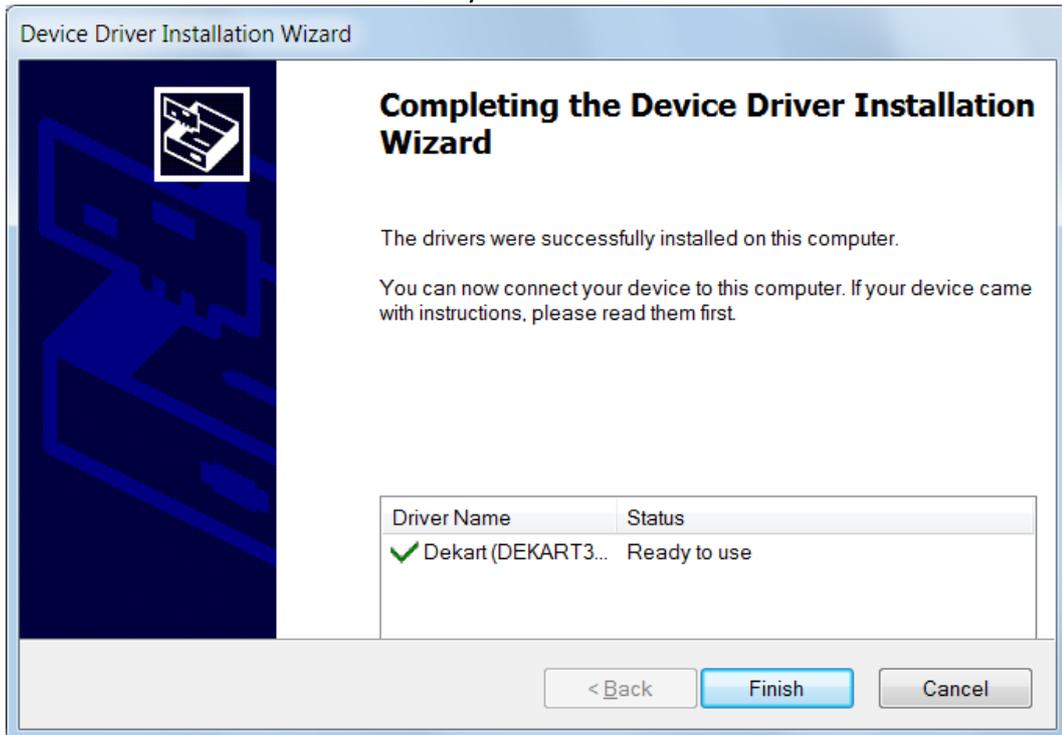
5. Another window will be shown, click *Next* to install the device driver



6. Wait for the files to be copied



7. Click *Finish* when the device is ready to use



8. Start SIMple by clicking its icon on the Desktop or in the Start menu





## Troubleshooting

**Q: When I try to install the driver, Windows XP says that the driver is not signed, is it safe to install it?**

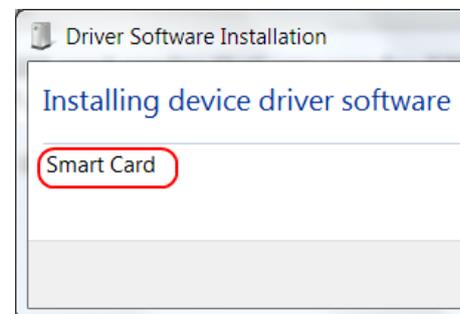
A: Yes, it is safe to continue the installation of the driver. Even though it is not digitally signed, it has been tested on a wide range of computers. Click *Continue Anyway*.



**Q: I set up the card reader driver successfully, but Windows keeps looking for a driver every time I insert a SIM card, why?**

A: This is caused by a feature called *Smart card PnP* and it only happens on Windows 7. Note that the system is searching for a driver for your card, not the card reader. Solutions:

- Simply ignore these warnings, as they do not affect the functionality of SIMple or SIM Reader;
- Disable Smart card PnP by following these [instructions](#).



**Q: I forgot my PIN code, is there a way to read the contents of the SIM card without it?**

A: No, it is impossible to access a protected card without entering the PIN, or access a locked card without unblocking it with the PUK first. The design of a SIM cards prevents these attempts to circumvent security, and there is no workaround.

If you don't know the PUK, examine the papers you got when purchasing the SIM. If the number is not there, try to obtain it by getting in touch with your mobile operator.

**Q: I have successfully installed the card reader and SIMple; when I read the card, I see no entries in the phonebook - the list is empty, but in the phone all my contacts are shown correctly; what should I do?**

A: The most common explanation is that the numbers you see in the phone are not stored on the SIM card, but in the phone's memory. You can verify this by plugging your card into a different phone - if the contacts are not on the SIM, you won't be able to see them on the other phone either.

Look for a "migrate contacts to SIM" or "copy contacts to SIM" option in the menu of the phone, after the contacts are transferred to the card, SIMple will be able to read them.

**Q: I am not seeing any SMS, why?**

A: The SIM card is empty – it means that the SMS are stored in the phone’s memory – so there is nothing for SIMple to read. Please verify your phone menu and look for a setting that indicates where the texts are located, it should be configured to “SIM”.

This will affect future texts that you receive, while the ones that are currently in the phone’s memory will continue to reside there. Some phones offer the possibility to copy the SMS to SIM, please consult your phone’s guide or try to find this option in the phone menu; usually it is called “Copy to SIM”.

**Q: Why don't I see any of the deleted SMS?**

A: There are several explanations:

- The SMS were kept in the phone’s memory, rather than on the SIM; so there is nothing on the card;
- Even though the SMS was stored on the SIM card, it was overwritten with new data after it was deleted – recovery is not possible. Some phone brands models overwrite erased texts immediately, in such cases recovery is not possible at all.

**Q: I want to make a copy of my SIM card so that I can have the same second SIM card in my other phone, is this possible to do with your card reader and software?**

A: This cannot be achieved with our software, and generally there is no solution to such a problem. One is unable to make a clone (i.e. an exact copy) of a SIM card, because many of the files on the SIM card cannot be copied or read, being protected by access codes that are only known to the mobile operator. Only some data on the SIM can be read by end-users (ex: phonebook, SMS archive, etc), but this is not enough to make a SIM card copy and have two cards assigned the same phone number to them.

**Q: Does the reader work only with standard SIM's?**

A: First of all we would like to clarify that basically any microSIM, nanoSIM is just a standard SIM with less plastic around it , so on the technological level it is the same thing. In order to read such SIM you would need an adapter of some sort.

**Q: Does the reader work on all platforms?**

A: Our reader and software will work on any Windows PC.

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**Please review our products on Amazon, we greatly appreciate it and thank you in advance !**

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Our working hours are between 9:00 and 18:00 (GMT+2); if you can't reach us, send us an email with your phone number and the time you'd like us to give you a call.

**Enjoy using your new gadget!**