



# How to remove Alcatel OT-208 SIM card

The SIM card is a plastic card usually found underneath the battery. The SIM card provides network information to the phone and can also store information saved by the user. SIM cards are removable and can be used in a different device if needed.

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## INTRODUCTION

Sometimes - especially when swapped with a different device — the SIM card is not inserted correctly and will cause the device to not be able to retrieve network service or any saved information on the card. If that is not the case the SIM card may not be compatible with the device. To find that out you must call your cell phone provider.

## Step 1 — Find the SIM card



- The SIM card is located underneath the battery. For instructions on how to locate and remove the battery, see the guide for Phone Not Charging Properly.

## Step 2 — How to remove your SIM card



- The SIM card is held underneath a metal bracket. The SIM card must be slid out.
- DO NOT FORCE IT OUT
- There is a small, red plastic tab at the top of the card.
- Slightly push down on the tab with one hand and slide the SIM card out with the other
- Once the tab is pushed down, then you can add a little force. The key is to get the SIM card to slide out.

## Step 3 — How to replace your SIM card



- Examine your SIM card.
- Check for damages such as warped plastic or burn marks.
- If the SIM card is damaged it will not work

## Step 4 — Clean The SIM Card And Its Home



- Use an alcohol wipe to clean the card
- Use an air duster to clean where the SIM rests in the phone

## Step 5 — Replace The SIM Card



- Slide the card back in. Make sure the gold chip is faced down and that the cut corner is at the top left of the card.
- If the device still shows an error you must get a replacement SIM card.

To reassemble your device, follow these instructions in reverse order.