

Travelsimcard Dual SIM Card User Guide

<http://www.travelsimcards.co.uk>

***IMPORTANT
PLEASE READ BEFORE INSERTING YOUR SIM CARD***

Thank you for purchasing your Dual sim travelsimcard a global GSM service for mobile phones. Travelsimcard will reduce your mobile roaming charges significantly whilst overseas.

IMPORTANT

YOUR MOBILE PHONE MUST BE UNLOCKED TO FUNCTION WITH your travelsimcard

Note your phone number, PIN and PIN unlock code (PUK) for future reference. These were sent to you with your SIM invoice and are printed on the SIM card carrier that your SIM was attached to when you received it.

MAKE A TEST CALL WITH YOUR Travelsimcard BEFORE YOU LEAVE ON YOUR TRAVELS TO ENSURE IT WORKS WITH YOUR HANDSET AND YOU ARE FAMILIAR WITH HOW IT WORKS. DO NOT LEAVE IT UNTIL THE LAST MINUTE OR UNTIL YOU ARRIVE AT YOUR DESTINATION !!

If your handset asks for a “Subsidy Passcode” after inserting your Travelsimcard contact your network provider and request it from them.

Make sure you set your handset “Band” or “Frequency” selection to “Auto” or that you select the correct frequency for the region you are visiting.

When you purchased your mobile phone, it is likely that your operator will have “locked” your phone to prevent it being used on other mobile networks and use other operators SIM cards.

The quickest and cheapest way to get your phone unlocked is to go to a local independent mobile phone specialist or use one of the many online unlocking services.

GETTING STARTED

Your Travelsimcard connects you to the global GSM network.



1. Break the Travelsimcard from its plastic transit card



2. Insert Travelsim into your “unlocked” and compatible mobile phone
3. Switch on your phone
4. Enter your PIN*
5. Make your calls

*** Please note:** Your PIN is a four-digit code located on the information sheet sent with your Travelsim. You will need this PIN whenever you switch on your phone. Enter the PIN correctly. If you incorrectly enter the PIN 3 times, Travelsim will be blocked. If you inadvertently lock your Travelsim or forget your PIN, you will need to use your PUK (PIN unlock code) to re-set Travelsim. To do this, enter the PUK code then your new PIN.

PROFILES

The SIM has three profiles. It is **very important that you select the correct profile** for the country you want to use your SIM in otherwise your SIM will not work correctly and you may incur additional charges.

1. **Global Roaming** –use in all countries other than USA and Italy.
2. **USA Service** – Use in USA with UK +44 number for free incoming calls. Dial 160 to activate your US number. Only activate if needed
3. **Prime Roaming**- Use in Italy.

SELECTING THE CORRECT PROFILE

The "Global Roaming" profile should be active when in all countries except the United States and Italy. Your Caller ID for this profile will be your UK +44 travelsimcard number.

The "USA service" Profile should be active only in the United States. You **MUST** select this profile and be called on your UK +44 number to receive calls for FREE in the USA otherwise you will be charged to receive calls. Your Caller ID will be your USA +1 travelsimcard number. **If in USA you MUST dial "hash" at the end of the number you are calling.**

The Prime Roaming profile should be active **only in Italy**. Your caller ID will be your UK +44 travelsimcard number.

ACTIVATING YOUR USA NUMBER

To assign and activate your USA number +1 number, dial 160. You will receive a text message telling you what your US number is. Only activate ONCE. Do NOT activate your US number unless you intend to use it.

CHANGING PROFILES

To swap between profiles find "SIM Services" in the handset menu, select the profile and save.

MAKING A CALL

1. You must have credit on your account to make calls
- 2.
3. **ALWAYS** dial numbers using the full international dialling code (even if dialling in country or within the UK) e.g. to call our office +44 1908 888670 (some phones may not need the + before the country code). DO NOT replace the + symbol with 00
4. **Do not include any preceding zeros in the "area code"**. E.g. to call a London number dial +44207 xxx xxxx NOT +440207.
5. **IGNORE ANY MESSAGES THAT THE PHONE MAY DISPLAY DURING THIS PROCESS. THIS IS NORMAL OPERATION.**
6. After dialling the number, there will be a **short pause** as the service **rings you back to connect** your call.
7. Answer the call in the normal manner and wait to be connected.

RECEIVING CALLS

Your Travelsim Multi Number card has two numbers, a UK +44 number and a US +1 number.. Calls can be received on either of these numbers at any time in any country. It does not matter which profile is active.

For someone to call you **from outside** of the UK, the correct sequence to dial is +44 7624 xxxxxx or +44 7924 xxxxx depending on your Travelsim phone number.

If they are calling you from **within the UK**, they only need to dial 07624 xxxxxx or 07924 xxxxxx depending on your Travelsim number.

CHECKING CARD BALANCE

Dial **187** to check your account balance. If activated, you will receive a text message will be sent notifying you of your remaining balance and cost of the last call. To activate SMS notification, log in to your account or dial **189** from your handset.

ADDING CREDIT TO YOUR ACCOUNT

Use the "**TOP UP CREDIT**" button on the home page of the www.travelsimcards.co.uk **INSTANTLY ADDED** to your account.

ACCESS ADDITIONAL FEATURES OF YOUR Dual number Travelsimcard

Your Multi number Travelsim has it's own online back office with additional features. The web interface allows you to view your billing and call details, control voice mail, make calls and make conference calls. Go to www.travelsimcards.co.uk and login using your phone number and PIN as your user name and password respectively.

To log into your account use the "log in" and SIM Admin button on the website and use your phone number – including the 44 prefix (**but not the + sign**) – and your PIN as the user name and password respectively.

USING VOICEMAIL

Voicemail is automatically enabled on your account. An inbound caller will be directed to voicemail if you don't answer within 30 seconds or if your phone is switched off. You will receive a text message indicating the presence of each voice mail.

You can retrieve your voicemail in a number of ways:

1. General Access: To access all messages dial 121. Your messages will play in order of last received. Voice prompts will guide you to skip, reply and delete messages.
2. Online: Use your login to access your personal account at www.travelsimcards.co.uk (Your login in details are your phone number and PIN)

Select the "**PROFILE**" tab and click "**INCOMING CALLS**". Look for the voicemail section. For any voicemail that is present, clicking "**PLAY**" will open your Windows Media Player and the message will automatically play.

There is no charge for retrieving voicemail online. Voicemail will be stored on the system for 90 days before it is automatically deleted. If you choose to save the message it will be saved for 90 days then deleted.

To control voicemail

Dial: 121	Access messages (plays in order of last received).
122	Turns voicemail on.
122xx	Sets the time interval before voicemail starts, e.g. 12235 sets the voicemail to start if there is no answer after 35 seconds.
123	Turn voicemail off.
124	Check settings (indicates your voicemail settings).

TEXT MESSAGES

Travelsim supports standard text messaging (SMS) for incoming and outgoing messages. **Keep messages to 160 characters or less.**

TROUBLESHOOTING

If you are encountering technical difficulty, please refer to the following tips. If you cannot resolve the problem, please contact Customer Services.

Cannot make calls

1. Check the SIM is properly installed.
2. Make sure you have a signal.
3. Make sure your phone is compatible.
4. Ensure there is credit on your SIM card.
5. Make sure you have the correct "band" or frequency selected for the region you are in. Most phones switch automatically. Check your "Band" settings on your handset.
6. If there is no network coverage, yet you know that mobile services exist in the area, it is possible that there is no roaming agreement in the country you are visiting. Check online at www.globalsimcard.co.uk for a list of countries where your travelsimcard will work.
7. CHECK TROUBLE SHOOTING on page 4

Call quality

If the quality of your call is poor, ensure you have a proper signal. If you have a good signal, the line maybe at fault – please hang up and dial again.

Cannot access Voicemail

Try to recover your voicemail by all methods - online and phone. If this is unsuccessful call Customer Services.

SPECIAL FEATURES

Call recording

To record any of your calls press **#*1** to turn call recording off press **#*2**

To listen to a recorded call:

Go online to www.travelsimcards.co.uk login, navigate to “Billing” and look at your calls details. Locate the call you recorded, there will be a cassette icon next to any call that has been recorded.

Click on the icon and your call recording will be played back on your PC via Windows Media Player.

Conference calling

You may turn any call into a conference call. Once you have the first person on the line, simply dial **#*3** and press “**Send**”. You will then hear a voice prompt asking you to enter a new number. Within a few moments, that person will be added to your conference call. Repeat this sequence to add additional parties to the conference.

SERVICE LIFE

The pre paid card has a service life of one year from the date of purchase. However, it can be extended for an additional year by paying an annual fee of £10. Call Customer Services for details.

WHAT COUNTRIES WILL Travelsim WORK IN?

For an up-to-date list of the countries that Travelsim will work in visit www.travelsimcards.co.uk

HELP

For customer help and support, call 154 (9am - 5pm UK time Monday to Friday) from your phone, or call +44 (0208 133 8478 between the hours of 9am and 5pm UK time Monday to Friday).

We will happily take calls, but email is the fastest way to resolve your problem. **Please supply your Travelsim phone number** in any correspondence.

Email orders@travelsimcards.co.uk

QUICK ACCESS

Dial:

102 +{number} – Forwarding
103 - Forwarding off
121 - Voicemail retrieval
122 - Voicemail ON
123 - Voicemail OFF
125 - Check status of features
154 - Customer Service
187 - Account balance

133 – Returns your Phone number

188 – SMS Call Cost message OFF after each call
189 – SMS Call Cost message ON after each call

#*3 – Start conference call
#*1 – Start Call recording

#*2 – End call recording – Playback via your online back office
the “Billing” section.

in

Trouble Shooting

I cannot make a call.....

If your SIM will not make outgoing calls it can be for a number of reasons:

No call credit on your account

Go to www.travelsimcards.co.uk and add more call credit instantly using the “Top Up Credit” button.

You may be dialling incorrectly.

Make sure you do not add any prefix 0's before the country code or leading 0' on the area code. You MUST Always dial the country code you are calling, even if calling “in country”.

Non compatible handset

If your handset is receiving calls OK it could be that your handset is not fully compatible with Travelsim.

Try dialling *125*1***countrycodeandnumber**# followed by the “send” key. Remember to use the # key at the end. This will trigger a manual call back and connect you to the number you are calling.

No Roaming coverage in the country you are in.

Use a Local SIM in your handset and use the SMS call back trigger and forward your Travelsim phone number to your local SIM. (see below).

Incorrect “Band” or frequency set.

Make sure you set your handset “Band” or “Frequency” selection is set to “Auto” or that you select the correct frequency for the region you are visiting.

The local network operator has turned off “USSD Messaging” preventing call backs to be triggered.

You have two options here. You could use a local SIM as in point 3 above, or use your Travelsim to manually trigger a call back.

If USSD messaging is switched off you can manually trigger a call back by sending an SMS.....

To do this:

Open your contacts list and create a new entry called "Travelsim" as the name, OK this and enter the number as +447624803766 save this as if it were another contact in your address book.

Then when you want to make a call, create a text message as follows Open the "New Text Message" option on your phone to create a text.

Type in *1*+44 then the number you wish to call minus any leading zero's so it looks like this:-

1+44123456789# send it as a text message to your Travelsim entry.

This will initiate a text to the call back server through a non compatible handset and should then make the call connect.

I cannot log into my “shopping” Account” to Top Up or purchase another SIM...

Make sure you are entering the correct email address and your ORIGINAL SIM PIN when logging in to your shopping account to top up your call credit or purchase another GeoSIM.

I cannot log into my “SIM Admin” Account” using the “Log In to My Account” button...

The default user name is your phone number. Enter this in the correct format. E.g. 447624123456

“Top Tips”

Here are some “Top Tips” from some of our many customers on getting the best from your Travelsim

- Make sure you Top Up your call credit before you travel.
- Keep your Admin, and SIM PIN's the same to avoid confusion.
- If you are in a country where there is no coverage or high incoming call charges, use the SMS call back service and a local SIM.
- Forward your Travelsim global phone number to your home mobile when you have returned home so you won't miss any calls.
- Use the conference calling feature when you need to talk to more than one person at the same time.

USEFUL INFORMATION:

Mobile Phone No: _____

PIN: _____

PUK: _____