



The international free roaming travel sim

## MULTI SIM USER GUIDE



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[www.travelsim.co.uk](http://www.travelsim.co.uk)

**Welcome to easyroam**, a revolutionary global service for GSM mobile phones. easyroam is designed to dramatically reduce your roaming costs and simplify your communications. For easyroam to function properly, please ensure your mobile phone is unlocked to work with any sim card.

### Getting started

The enclosed sim card connects you to the easyroam mobile network. Break out the sim card from the plastic card. Then insert this sim card in your phone. Switch on and wait for a network. If a network does not appear, Go to your network selection and change from automatic to manual selection. This will give you a choice of mobile operators. Then select a mobile operator. Call the UK 07924 travel sim number from another phone to see if your phone is working correctly.



### Sim Profile

The sim card has three roaming profiles: 1: Global Roaming (default) 2: USA Service 3: Prime Roaming (Italy)

Global Roaming profile should be active when in all countries except when you're in the United States or Italy. USA Service should be active only when you're in the United States and Prime Roaming should be active when you're in Italy.

Global roaming and prime roaming will present the 07924 mobile number for outgoing calls & sms/text messages. USA profile will display the USA +1 number for outgoing calls & sms/text messages.

### Changing Profile

To swap between Profiles find "SIM Services" or "SIM Menu" in the mobile handset menu. Then hit the 'Roaming Services' Entry and select the required profile and save.

### Receiving calls

Your 07924 UK mobile number is printed on the large plastic card. You can also get an additional +1 USA number when you subscribe to the USA service. This is done by dialling the \*160# short code from your handset. It does not matter which Profile is active to use the USA number.

Free USA roaming when called on the UK 07924 number. Calls via the USA +1 number have an inbound charge of \$0.23 per minute when used in any free roaming country. If the country you're in has a inbound call charge, Then you will be charged \$0.23 + the standard inbound call charge when called on the +1 USA number.

### Advice notice for UK callers

Your travel sim 07924 number is a UK based mobile number. You can give this number to anyone you wish to have call you. Calls to a 07924 travel sim number cost 13p daytime (mon-fri) 8p after 6pm and 5p at weekends from a UK BT line. Calls from other operators may be different. Please check first before making calls.

### Orange mobile

These calls should be inclusive in your free minute's package.

### O2 & Virgin Mobile

Feedback from some customers says that it is inclusive in there free minute's package. This depends on the type of contract you have. You will need to make a test call first and then check your mobile phone bill on-line to see if you have been charged.

### T-Mobile

Older T-Mobile contracts you may be charged to call our 07924 number. However, with T-Mobile's newer contracts. Customers say that calling our service has been included in there inclusive minutes. We have not been able to verify this and we ask that you make a test call first and then check mobile phone bill to see if you have been charged.

### Vodafone & 3 networks

These operators charge for calling 07924. We recommend that you call via your BT landline or have a look at: [www.18185.co.uk](http://www.18185.co.uk) For cheaper calls from your BT or cable line.

### Please note

We will not be held liable for any call charges that you may incur from you mobile operator and/or from your landline provider. It is for you to check first to see what costs, if any you may be charged.

### Making calls

Dial the number as a full international prefix: +441234567890# Send/Call you dial + country code, Number #, Send/Call



1. You will see a message saying "Please Wait" or "Call Not allowed". This is quite normal.
2. You will then receive an inbound call.
3. Answer the call - wait for a few seconds and you will be connected to the person you called

To call the UK dial: **+44** 1234667890# / USA: **+1** 2345678910# / France: **+33** 1234567890# / Germany: **+49** 1234567890#

### No automatic call-back

If your mobile phone has no automated integration (Callback) you can change the callback mode of your sim card.

There is an entry for "callback application" in the mobile phone menu. "callback application" will normally have a \* digit before it to show that the application is functioning correctly. If it has a \ digit in place of the \* this means that the handset does not support the special callback application that is loaded on to the sim card. If you suspect that there are handset compatibility issues then it is necessary to dial a # after the telephone number when making an outbound call.

### Canada & USA callers

For making outbound calls in USA & Canada, dial + country code, number. (011 country code, number or + country code, number) 00, country code, number – This will not work

### Quick access codes

It is recommended that you use the format below for dialling short codes.

Examples: \*121# \*133# \*154#

- \*102# Call divert on (To divert your calls dial: 102 number **Send**) example \*102 (COUNTRY CODE) (NUMBER) # Send/Call
- \*103# Call divert off
- \*121# Voicemail retrieval
- \*122# Voicemail ON
- \*123# Voicemail OFF
- \*125# Voicemail status
- \*133# Returns UK number
- \*160# Returns USA number
- \*154# Customer service
- \*187# Account balance
- \*160# USA number on
- \*170# USA number off (deactivating the USA number)

### Call history & Itemised billing

To log-on to your account, at the bottom of our website home page you will see "customer login" Click on the link and you will then see a login box.

**User name:** 447924xxxxx (your UK mobile number)

**Password:** 8 digit PUK code (this is found on the large plastic sim card)

### Top-up Credit / Recharge

This can only be done via our main website. Please go to: [www.travelsim.co.uk](http://www.travelsim.co.uk) - click on recharge or Top-up credit.

### Text messages

There are two types of mobile systems used in the Americas - Digital GSM and analogue SMS/Text Messages can only be sent and received when connected to a digital GSM network

SMS/Text messages when roaming in the USA - Messages must be sent to the USA +1 number. Messages sent via the UK 07924 number will not be received. Only use the 07924 number when roaming outside of the United States.

### Forwarding calls

Before travelling, why not update your mobile or home/office voicemail message to include your new travel sim number. You could leave a message like this.

#### Option 1

Hello this is (your name) I am away at the moment, Please call me on (your travel sim number) or leave a message after the tone.

#### Option 2

Divert your normal mobile or home/office phone to your new travel sim number.

There will be a charge to divert your home/office calls. It may also not be included in your mobile's inclusive free minute's package. Make a test call first to see what costs may be incurred

### Voicemail

Voicemail is available on your account. Callers will hear a standard greeting. There is not an option to record your own personal greeting at this time. Inbound callers can be directed to voicemail if you don't answer your phone or if your phone is switched off. Voicemail retrieval is a free service.

### Retrieve voicemail

To access all messages, dial \*121# - Your messages will play in order of last received. Voice prompts will guide you to replay and delete messages. If there is no sound when you playback your message, don't worry - someone has called you but did not leave a Recorded message, Just press 3 to delete and the next message will be played.

### Control voicemail

- \*121# Access messages (plays in the order of last received)
- \*122# Turns voicemail on
- \*122xx# Sets the time interval before voicemail starts; e.g. \*12245# = if no answer, **voicemail begins after 45 seconds.**
- \*123# Turn voicemail off
- \*125# Check voicemail settings

### Mobile data

Please visit our website or details: [www.travelsim.co.uk](http://www.travelsim.co.uk)

### Troubleshooting

If you are experiencing any technical difficulty, please refer to the following tips. If this does not resolve your problem. Please contact customer services.

### Cannot Make Calls

1. Check to make sure your sim is properly installed
2. Make sure you are getting a signal
3. If there is no coverage (network not available) yet you know mobile services exist in the area. It's possible that easyroam does not have roaming agreements in that country.
4. Make sure you have credit in your account allowing you to make calls or receive calls. Credit is required in your account to receive inbound calls for non free roaming countries.

### Call Quality Issues

If the quality of your call is poor, ensure you have a proper signal. If you have good signal, the line may be at fault, please hang-up and redial. If that does not resolve the problem, change mobile network. To change mobile network - Go in to your phone menu and look for operator selection. Change from automatic to manual selection and then select a different network from the list.

### Service life

There is no expiry time for the sim card or call credit - You will need to keep a minimum balance of \$1.00 USD to keep receiving free inbound calls.

### Fair usage policy

The use of the Travel Sim card is expected to be a fair balance between free incoming calls and chargeable outgoing calls. Excessive use or high call duration of free incoming calls and/or free call forwarding will constitute abuse. Users that have more than 10 times usage for free inbound calling than outbound calling will be given a warning via email and/or sms text message. If the misuse continues. We will disconnect your Travel Sim card and close your account.

Travel Sim reserves the right to monitor usage, apply call charges and/or withdraw the Travel Sim card from service and will not be liable for reimbursement or compensation of call credit or refund of the purchase price under this Fair Usage Policy

### Important notice

Free roaming countries, call and text rates are subject to change without any prior notice. This may be due to circumstances outside our control such as changes to the wholesale price that is charged by third party supplier.

Please visit our website for the latest rates before travelling. Terms and conditions are subject to change at any time without prior notice. Easyroam reserves the right to modify or delete any services provided.