

# Travel Sim

International free roaming travel sim card

## MULTI SIM USER GUIDE



+44 208 180 7951



+41 71 5266 188



+1 253 243 3001



+61 8 64 248 303



+31 202 222 326



+43 720 306 271



+39 02 4004 2747



+49 89 7210 1071 404

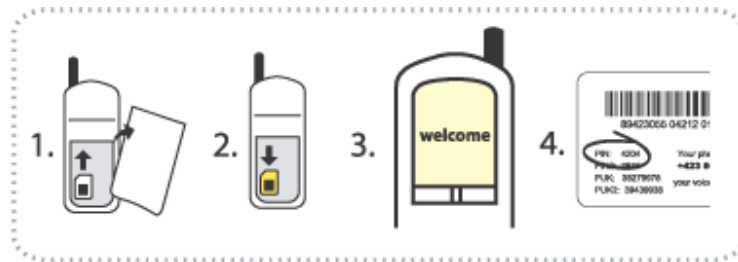
[www.travelsim.co.uk](http://www.travelsim.co.uk)

### Welcome to Travel Sim

Travel Sim is designed to dramatically reduce your roaming costs and simplify your communications. For travel sim to function properly, please ensure your mobile phone is unlocked to work with any sim card.

### Getting started

1. Break out the sim card and then insert this sim in to your mobile phone.
2. Switch on the phone and then select a roaming profile. - No automatic menu - look in phone menu for "Profile"
3. Once this has been done, wait for a mobile network.
4. When you see a mobile network - Dial \*133# this will return your UK number via sms/text message.
5. Call the UK +447924 from another phone to see if your phone is working correctly.



### Sim Profile

There are three roaming profiles: 1: **Global** 2: **USA** 3: **Italy / Prime** 4: **Data / Global+** (Data is not used)

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

Global and Italy roaming will present the +447924 number for outgoing calls & sms/text messages. USA profile will display the USA +1 number - Only use the USA profile when located in the United States.

To activate your USA profile or number, Dial \*160# **call / send** - this will send you your USA number via sms/text message. If you going to use the UK number for inbound calls when you're in the United States, You must activate the USA profile.

Your USA profile & number will de-activate / turn off if no inbound calls have been received within a 60 day period. To re-activate, Dial \*160# **call / send**

### Changing Profile

Turn on the phone and select the correct roaming profile for your location/country and then press the ok button.

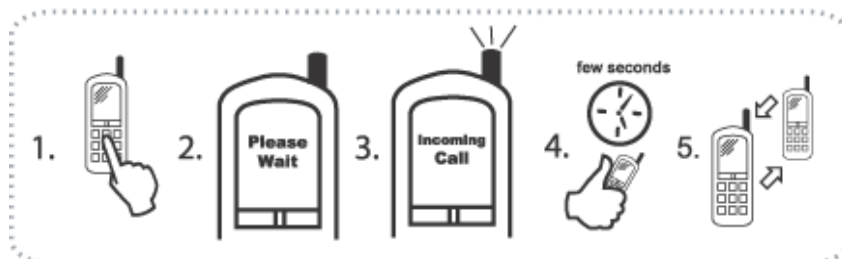
### Receiving calls

Free USA roaming when called on the UK +447924 number. Calls via the USA +1 number have an inbound charge of \$0.20 per minute when used in any free roaming country. If the country your in has a inbound call charge, Then you will be charged \$0.20 + the standard inbound call charge when called on the +1 USA number.

### Making calls

Dial the number as a full international prefix (example) +441234567890# Send/Call (This would be if calling a UK number)

**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

### Canada & USA callers

For making outbound calls in USA & Canada, Dial: + country code, number # (011, country code, number# - This will not work)

### 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.

### 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# Return your UK number

\*154# Customer service

\*160# Turn on USA service & number

\*187# Account balance

### Customer Login / Call history / Itemised Billing

To log-on to your account, at the bottom of our website: [www.travelsim.co.uk](http://www.travelsim.co.uk) you will see "customer login" Click on the link and you will then see a login box. (Please note that all billing is charged in United States Dollars)

User name: 447924xxxxx (your UK mobile number) DO NOT PUT +447924

Password: 4 digit PIN code (07924572 & 07924512 numbered sim cards use the PUK code)

Your PIN and PUK codes are found on the large plastic outer 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 / 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 +447924 number will not be received. Only use the +447924 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 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**

Mobile data is not currently available.

### **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 travel sim 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.

### **Cannot send SMS/Text messages**

To send a text message you must dial: + country code number - You cannot dial **00** country code - This will not work !

If this does not work - Go in to your phone menu and make sure the sms/text message sending profile number is +393358840000002 and it should be default or profile 1.

### **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 will be 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. Travel sim reserves the right to modify or delete any services provided.