



Global Roaming SIM User Guide

Getting Started

Your Global Roaming SIM is a revolutionary, global roaming service which works in over 200 countries. It is designed to dramatically reduce your international mobile roaming call costs.

This guide is to help you with some of the most frequently used features of your SIM card.

Note : Your Mobile Phone should be unlocked.



Inserting your SIM

Putting your SIM card into your handset

- Step 1** **Remove SIM.** Break out the SIM chip from the plastic holder.
- Step 2** **Insert in your phone.** The SIM slot is usually under the battery
- Step 3** **Turn On.** Make sure your phone is charged
- Step 4** **Enter PIN.** *Your PIN is printed on the SIM holder.* For more information, see below:

Multi IMSI SIM Card. Enter PIN Upon Startup:

- 1 0000 Global Profile - callback** (when prompted, enter 10000)
*Use this mode everywhere, except UK & USA. ***
- 2 0000 UK Profile – call through** (when prompted, enter 20000)
Use the mode ONLY in the UK. It does not work outside the UK
- 3 0000 Mexico,Canada Mode – call through** (when prompted, enter 30000)
Use this mode when in Canada/Mexico & Puerto Rico
- 4 0000 Global 2 Mode – Call through** (when prompted, enter 40000)
For USA & India.

Note: If you incorrectly entered your PIN and you are asked for the PUK, please contact Support at support@telecrest.in

Making Calls

Making Calls in PIN # 10000

Key in the number you wish to call. In all cases, please use the full international dialing code (*see format below*). Use this format every time, **even if you are dialing local numbers**.

Required dialing format		
Intl Prefix	+ Country code	+ area code + number
+ or 00	44 792412345	<i>dialing a UK number example</i>
+ or 00	1 5208911234	<i>dialing a US number example</i>

For Calls other than 10000, these are Direct calls; so no more callback.

Step 1

Dial. Use the international format (above)

Step 2

Wait for call-back. You may see a “please wait” or “calls barred” message or a voice. **This is normal, and means you are being connected.**

Step 3

Answer. After dialing, there will be a short pause, and your phone will ring as an incoming call. Answer normally. You are ready to talk

HINT: Save your numbers to your phone book BEFORE you make the call which will save you time if you call that number more than once.

Receiving Calls

Receiving Calls

To reach you, callers must always dial your full mobile number +44 79242 XXXXXX.

If you have a Dual Mode SIM

Callers may call you by dialing either the US or the UK number. You will be able to receive calls and text messages (either number dialed) **regardless of the profile you are using.**

YOUR USA number will be allocated per request.

Important notice about your USA number:

To get US number contact your dealer. Your number will be valid for 60 days – the number will be deactivated after that. If you want to retain the same number, contact your dealer, and also for longer validity ,



Voicemail

Voicemail

Voicemail is included in your service, however it may not be turned on. Please follow the instructions below to turn-on voicemail, if desired.

Turn On Voicemail**Step 1**

Dial 122. You will get a message indicating that voicemail is now on

Turn Off Voicemail**Step 2**

Dial 123. You will get a message indicating that voicemail is now turned-off.

Voicemail Short Codes

Press	Action
121	Voicemail Access – Access voicemail – to hear messages
122	Voicemail On – Turns voicemail on.
123	Voicemail Off – Turns voicemail off (any messages stored will not be deleted)

Voicemail

Voicemail Playback

Voicemail is included in your service, however it may not be turned on. **To turn on voicemail, please enter “122” and press send (or dial).** This will instruct the network to enable voicemail. When voicemail is on, any calls will be diverted there if you do not answer the call. If you have voicemail enabled, the network will signal your mobile phone that a voicemail is waiting.

Step 1

Dial 121. Wait for call back

Step 2

Answer. Your phone will ring back, answer. Voice mail messages will automatically start playing. See codes below to replay, save or delete messages.

Voicemail Codes while listening to messages

Press	Action
1	Deletes the message played
2	Keeps the message just played
3	Replays the message just played

Call Forwarding

Call Forwarding

Using a short-code dialed from your handset, you can configure call-forwarding, so any inbound calls are re-directed to another number.

Turn Call Forwarding ON

Step 1

Dial: 199 + full number *- you wish to forward (e.g. 199 15208913131)

You will receive a notification that call-forwarding is enabled

** Use the dialing format as described elsewhere in this guide*

Cancel Call Forwarding (turn off)

Step 1

Dial: 199

You will receive a notification that call-forwarding has been cancelled.



Online Portal

Online Portal

Your mobile account also has online web-access. This web portal shows your account status, call history, voicemail messages, and provides ability to top-up your account.

To Access:**Step 1**

Go to. <http://telecrest.simlogin.com>

Step 2

Enter your username / password. Your username is your full UK phone number (e.g. 4479242xxxx) Your password is assigned by your service provider.



Trouble shooting

Trouble shooting Guide**No Call-back**

1. No signal. Your mobile phone will not register, or find a network:

Step 1

Check to ensure that the country you are located has roaming coverage; if yes go to step 2.

Step 2

Make sure your mobile phone is set to the proper frequency.

2. Good signal. If you inserted the SIM, are able to find a network, however when you dial, and get no call back, please make a test call using the following format:

Step 1

Dial: *11* full phone number # [dial] (example: *11*1xxxxxxxxxx#)

Step 2

Answer call-back

*Example, *11*1 xxxxxxxxxxxx# [dial] If using this method you are able to get a call-back, then your phone may not be compatible with the special software on the SIM card. You can continue dialing this way, or you can find a phone which is compatible. Please contact your SIM dealer for more information or options.*

Unable to connect the number you are dialing

Possible causes:

- Please make sure you are dialing the full international format (e.g. country code + area code + number)
- Check to make sure you have credit (dial "187" to check your balance or use your handset menu , to send a USSD request and you will see the balance in few seconds)

Quick Reference

Quick Reference**PIN****Single IMSI**

0000

Dual/Multiple IMSI

10000 – Global Profile

20000 – UK Profile (UK only)

30000 – Mexico/Canada Profile

40000 – USA and India

Short Codes111 – Display all phone numbers *(returns any phone number associated with your account)*

121 – Voicemail Access

122 – Voicemail On

123 – Voicemail Off

133 – Profile check *(returns information about your SIM)*

154 – Connect to Customer Support

187 – Balance Request

199 – Call Forwarding *(199+full number to set call forwarding, 199 – to cancel call forwarding)***Dialing Format**

Always use this format, including for local calls

Country code + Area code + number

(example: dial 00 44 7924011043)





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Contact

Contact :