



QUICK START GUIDE

Welcome to the world of affordable
Global Roaming!

GETTING STARTED

You will need to activate and test your SIM prior to travel
Go to www.roamingsim.com.au and click on ACTIVATE SIM.
Registration is required to create your username and password,
to top up your credit and access other features.

Please test your SIM prior to travel by making an inbound
and outbound call. You will need to make sure your phone is
unlocked to proceed.

Remove your current SIM card from your phone & replace it
with your RoamingSIM, switch on your phone and enter the PIN
code (0000).

Your phone will display the name of a mobile network. Example:
"Telstra Roaming". It is then ready for use.

Important: Some countries require a preferred network to be
selected in order to access the cheapest rates. When testing
calls/data in Australia, you will need to manually select Vodafone
as the carrier (On handset, select Settings then Network then
Operator/Carrier Selection)

ROAMINGSIM NUMBER

You will receive your +44 number when you activate your SIM
card online. This number has an international dialing code, so to
call this number from another phone you dial +4479 XXX YYY.
The + sign represents international dialing like 0011 or 005 or
just 00 in some countries.

If you have entered your PIN code incorrectly 3 times, your SIM
card will be blocked & you will be unable to make and receive
calls/texts. Use the PUK code, found on your SIM card holder to
unblock the phone.

MAKING CALLS

Call Back Technique - To access the lowest rates

To make a "Call Back" call:

1. Calls must be made using a special prefix in the format as
follows:

124 plus country code plus phone number plus #.
eg: To dial an Australian mobile number *124* 61 4 XXXXXX #.
For landline numbers *124* 61 2 XXXXXX #.
Do not forget to drop the (0) and include the #.

2. Your handset will advise you that you are being called back.

3. Answer the call and you will be connected.

Call Through Technique - For Convenience.

Please note: call rates for "Call Through" calls are higher than
"Call Back" calls (however still cheaper than most standard
telcos)

To make a "Call Through" call:

1. Dial the number using the international dial code, EVEN when
in the same country (For example, to dial an Australian NSW
number you will need to dial + 61 2 XXXX YYYY) Note 2 for
Sydney, and drop the 0.
To dial an Australian mobile +61 4 XXXXXX (and again
remember to drop the 0 and use the international dialling code)

2. The call will be answered by the receiver as usual.

RECEIVING CALLS

When colleagues, family or friends call you, they dial the
international RoamingSIM number which is +4479XXXXYY.

1. To dial from their mobile phone they dial +4479XXXXYY. Note
the '+' sign on your mobile phone.
2. To dial from a landline in Australia, they dial 0011 44 79
XXXXYY.

Alternatively, you can provide them with your local number that
you setup on your login page which diverts to the SIM card by
dialing just the area code and the landline number.
Example: 02 8014XXYY

SENDING A TEXT MESSAGE

To send a TEXT/SMS message, this will be no different to how
you do it today with your normal SIM. To send a message make
sure you type in the full international mobile number dropping
the 0. e.g. instead of 04XXYYYYZZZ dial +614XXYYYYZZZ for
Australia.

The recipient will receive the message with your international
RoamingSIM number being +4479XXXXYY.
They can reply to you with that same number.

Receiving text messages is free on RoamingSIM.

CHECKING YOUR BALANCE

To check your balance, dial *120# on your key pad and press
call. Your balance will appear on your screen immediately.

TOP UP CREDIT

To purchase more credit, you must do this online at
www.roamingsim.com.au.

1. Log in to your account.
2. Click on "Add Credit" on the right menu.
3. Select the credit amount and follow the steps
for payment.
4. Your credit will be automatically applied to your
account.

Your account balance can be checked by dialing *120#
which will then show your balance on screen.
*Auto Top Up is available online.

DATA / EMAIL / INTERNET

For use with Smart Phone, Tablet Devices (incl iPad) and
LapTops. Update your settings with the following details:

APN: speedidata.com
Username: speedidata
Password: speedidata

For setup instructions for Table Devices and LapTop/USB sticks,
please visit our website www.roamingsim.com.au/info/Faq

VOICEMAIL

Your RoamingSIM provides a voicemail service. To access the voicemail service you dial 333 from your RoamingSIM. To get much lower cost voicemail rates use the call back feature.

*124*333# press send and wait for the phone to call you back.

The default voicemail pin is 0000 which can be changed.
Note - voicemail calls are charged at rates for calling the United Kingdom.

WHERE ARE MY CONTACTS?

Check if your contact numbers are saved on your phone by inserting your new SIM. If you can see your contacts, your phone is ready for use.

TRANSFERRING CONTACTS

The easiest way to do this is to go to the address book on your phone and find the function that allows you to copy all numbers from your SIM onto your phone. Do this now, switch SIMs and do the reverse. Copy all your numbers from your phone address book onto the new SIM.

Each phone is different so please check the manual that came with your mobile phone or go to the website of your handset manufacturer to find out more details.

EMERGENCY CALLS

Wherever you are in the world you may dial 112 to reach emergency services.

Please do make sure that you have a network connection to make this call.

FORWARDING YOUR EXISTING MOBILE

You can forward your existing mobile to the RoamingSIM once you have registered your local number. You can divert your existing mobile (Telstra, Vodafone, Optus etc) to the local Australian number.

Go to your settings and phone menu to activate your diversion, please ensure you have the full international Australian number set as the diversion. ie +61XXXXZZZZ

24/7 CUSTOMER SUPPORT

If you are having difficulties using RoamingSIM, you can call any of the numbers depending on which country you are in.

Australia: +61-3-9001-5540 or 03 9001-5540
Ireland: +353-21-4521907
UK: +44-20-80997266
USA: +1-415-829-5219
Hong Kong: 800-964-168 (toll free)

TROUBLESHOOTING

My RoamingSIM is not working, what should I do?

1. Turn your phone Off then On

We recommend that you do this at least once per day when travelling. Often resetting the phone will fix a temporary problem.

2. Check your Balance

The RoamingSIM needs to have credit to make or receive a call. If you have a small balance there may not be enough to make a call. Check your balance by dialling *120# and press call. Your balance will be shown on screen immediately.

3. Ensure you have network coverage

If your phone does not have network coverage, try switching manually to another network. Your handset will select the strongest signal; however often it is the local network which is causing the problem. Manually switching may find a better network for you to use. Refer to SIM reset section.

4. Make sure you are dialing the correct number and format.

All phone numbers in our network must be entered using the international format: First the country code, then the national area code and finally the required telephone number. For the cheapest rates, the "CALL Back" technique must be used. See earlier section "Making Calls" for instructions.

5. Sim Reset and Network Selection

If you are experiencing calling or service issues we suggest that you perform a SIM reset and manual network selection. This does not affect your personal phone settings or phone contacts.

1. With your phone switched on, remove the battery
2. Remove the SIM card
3. Replace the battery without the SIM card
4. Turn your phone on
5. Wait 15 seconds and turn your phone off
6. Remove battery, replace the SIM card & battery
7. Turn your phone back on

In addition to the above SIM reset, we suggest you try to manually connect to an alternative network. Please refer to your mobile phone instructions for the location of this option in your mobile device.

IMPORTANT NOTES

Jot down for yourself these important numbers relating to your service:

Your RoamingSIM number for SMS and Incoming calls is +44_____

Your RoamingSIM local Australia number is +61_____

Your PIN number is _____

Your PUK code is _____

Your username for login at www.roamingsim.com.au is _____

ROAMINGDATA



Connect to the internet for less!
Go to roamingsim.com.au for more details