



roamingSIM

QUICK START GUIDE

Welcome to the world of affordable global roaming!

GETTING STARTED

Please test your SIM prior to travel by making an inbound and outbound call.

You will need to activate your RoamingSIM card before use. Go to www.roamingsim.com.au and click on ACTIVATE SIM. Registration is also required create your username and password to top up your credit and access other features.

Remove your current SIM card from your phone & replace it with your RoamingSIM, switch on your phone and enter the PIN code [1111].

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

ROAMINGSIM NUMBER

Your number is printed on the SIM card. e.g. 0489..... This number has an international dialing code so to call this number from another phone you dial +32 489 XXX YYY. The + sign represents international dialing like 0011 or 005 or just 00 in some countries

You will also find your PIN number and a PUK code .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 to unblock the SIM

MAKING CALLS

The SIM Card uses a process known as a transparent call back. This means your phone calls you back once you have dialed the number. To make a 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 zero for Australian mobiles drop the 0 and dial + 614XXYYYYZZZ
2. Your phone will display a message, ignore it.
3. Your phone will ring within a few seconds.
4. Answer the call and wait to be connected to the dialed party.

RECEIVING CALLS

When colleagues, family or friends call you, they dial the international RoamingSIM number which is +32489XXXYYY.

1. To dial from their mobile phone they dial +32489XXXYYY. Note the '+' sign on your mobile phone.
2. To dial from a landline in Australia, they dial 0011 32 489XXXYYY.

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 +32489XXXYYY. They can reply to you with that same number.

Receiving text messages is free on RoamingSIM.

CHECKING YOUR BALANCE WITH SMS

To check your balance, send a TEXT/SMS message to retrieve the balance left on your account. To do this:

Send "BAL" or "bal" to 1966 (not case sensitive)

A message will immediately be sent to your phone with the balance. Note that amount is in Euros.

There is no charge for checking your balance via SMS

TOPUP CREDITS TO MOBILE

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

1. Login into your account
2. Click on "Add Airtime" on the right menu.
3. Select the credit amount and follow the steps for payment.
4. You will then be sent an invoice by email.
5. Your credit will be automatically applied to your account.

Your account balance can be checked by sending a text message to 1966 with "BAL" or your balance will appear online upon login

INTERNET / GPRS / 3G

Update your settings from your phone with the following details.

APN: web.be
Username: web
Password: web
SMTP-server: mail.internetmail.be

VOICEMAIL

Your SIM service includes full voicemail features.

Dial +32 486 191996 to set up personalized greeting, check and save/erase voicemail messages.

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.

TRANSFERING 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.

IPHONE USERS

There is a RoamingSIM iPhone app in the itunes store. It is free and it is recommended that you download the app to make phone calls as it will perform the required functions to make the call. Please note that you will need an iPhone with version 3.0 to use.

Using your iPhone app store search for RoamingSIM or go to www.roamingsim.com.au for more information

24/7 CUSTOMER SUPPORT

If you are any having difficulties using the 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 sending Text "bal" to 1966.

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 example: to call NSW in Australia: +61 2 XXXX XXXX. To dial internationally, use + country code, followed by the number.

Why doesn't Callback work when making a call?

First check that the Callback menu is switched ON. RoamingSIM places a menu on your phone called "Callback" and this needs to be enabled to allow the callback facility to work. It should be ON as standard. If that doesn't work it may be that your phone does not support the Callback feature automatically.

RoamingSIM is designed to work automatically with a particular function of the handset software standard called the Sim Toolkit (STK). Some handset models do not conform to this standard in all their phones.

TROUBLESHOOTING

When I try to make a call, I always get an announcement saying: "Call not allowed" (or similar)

Some handsets may have a Java version that does not support the RoamingSIM. These may be (older) Nokia or Samsung handsets or often the Apple iPhone.

Using these handsets may require a code to be entered before dialing the number.

The code *182* should be entered before each full international number is called, followed by the # sign.

Eg *182*0061XYZXYZ# OR *182*+61XYZXYZ#
Note that in the event you cannot find the + key that represents dialling internationally, you can use 00 as the prefix

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.