

Globaltravellersim Network Guide

GLOBALTRAVELLERSIM Network Guide

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Welcome to GLOBALTRAVELLERSIM a revolutionary GSM mobile service designed to save you money on your roaming calls and simplify your communications.

1. Quick Start -The enclosed GLOBALTRAVELLERSIM Card connects you to the GLOBALTRAVELLERSIM Global Network.

1. Make sure your mobile phone is unlocked (Check with your mobile retailer)
2. Carefully remove the SIM Card from the plastic GLOBALTRAVELLERSIM card holder
3. Insert the SIM Card in the back of your mobile phone
4. Switch your phone ON
5. Enter your four digit Initial PIN code printed on the plastic GLOBALTRAVELLERSIM card holder
6. Enter the PIN number from your top up card and press send
7. Wait for SMS confirmation of your top up.
8. Make your call as normal by dialing full international number (e.g. +44XXXX...)
9. Ignore any messages the phone may display during this process.
10. There will be a slight pause, as the service rings you back to connect your call.

2. Receiving Calls - Your GLOBALTRAVELLERSIM number is printed on the plastic GLOBALTRAVELLERSIM card holder.

3. Check Your Balance - Dial 187 to check your account balance. After each call, you will receive SMS with your last call cost and account balance.

4. Top up Your Account - Purchase top up voucher from your local retailer or go online at www.globaltravellersim.com

5. Viewing Your Statement Online - To view your account statement online go to www.globaltravellersim.com

If you have lost your login information, or you are having trouble accessing your account, email info@globaltravellersim.com or contact Customer Service dial 154.

6. Using Voicemail - To check your Voicemail either dial 121 or log on to your account www.globaltravellersim.com

Voicemail is automatically enabled on your account. You will be notified via SMS of any voicemail. Note: Voicemail is automatically deleted after 90 days.

7. Text Messages - GLOBALTRAVELLERSIM supports text messaging (SMS) for incoming and outgoing messages.

8. Troubleshooting

Cannot Make Calls:

1. Check to make sure your SIM is properly installed
2. Make sure you have a signal
3. Make sure you have credit in your account Check your local coverage online at globaltravellersim.com
4. Check your mobile phones is compatible with the service online at www.globaltravellersim.com

Call Quality Issues:

1. Make sure you have good signal
2. Redial call
3. Report quality issue online www.globaltravellersim.com

Cannot Access Voicemail - Report fault online www.globaltravellersim.com or email info@globaltravellersim.com

Cannot recharge your Account - Check you are entering top up PIN number correctly.
If you still have problems email info@globaltravellersim.com or contact Customer Service dial 154.

9. Special Features

Call Recording:

To record your calls, press # *1.

To turn call recording feature off, press #*2.

To listen to your recorded call log on to www.globaltravellersim.com

Conference Calling - To add people to your call simply dial #*3, voice prompt will ask you to enter new number. Repeat to add more people to your call.

10. Service Life - Your GLOBALTRAVELLERSIM has fixed service life of one year. However, you can extend for an additional year, by paying annual renewal fee. Please contact your retailer for details or go online www.globaltravellersim.com

11. In What Countries Will My GLOBALTRAVELLERSIM Work? For a complete list of countries where your GLOBALTRAVELLERSIM works please go online www.globaltravellersim.com

12. Help - GLOBALTRAVELLERSIM is committed to providing the finest customer service possible.

Email info@globaltravellersim.com

Or call customer service dial 154

Or call +631-770-0550

Or logon to www.globaltravellersim.com

Quick Access Dial

102+ {number}- Call Forwarding

103 - Forwarding OFF

121 - Check voicemail

122 Turn voicemail ON

123 Turn voicemail OFF

125 - Check status of features

154 - Customer Service

187 - Account Balance

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