

GeoSIM™ Global SIM Card User Guide

Single and Multi Number SIMs



IMPORTANT
PLEASE READ BEFORE INSERTING YOUR SIM CARD

Thank you for purchasing GeoSIM™, a global GSM service for mobile phones. GeoSIM™ will reduce your mobile roaming charges significantly whilst overseas.

IMPORTANT

YOUR MOBILE PHONE MUST BE UNLOCKED TO FUNCTION WITH GeoSIM™.

Note your phone number, PIN and PIN unlock code (PUK) for future reference. These are printed on the SIM card carrier that your SIM was attached to when you received it.

MAKE A TEST CALL WITH YOUR GeoSIM BEFORE YOU LEAVE ON YOUR TRAVELS TO ENSURE YOU ARE FAMILIAR WITH HOW IT WORKS. DO NOT LEAVE IT UNTIL THE LAST MINUTE OR UNTIL YOU ARRIVE AT YOUR DESTINATION !!

If your handset asks for a “**Subsidy Passcode**” after inserting your GeoSIM this means your handset is locked. Contact your network provider and request your subsidy code from them.

Make sure you set your handset “**Band**” or “**Frequency**” selection to “**Auto**” or that you select the correct frequency for the region you are visiting.

Unlocking your Handset

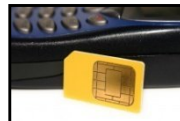
Your handset needs to be unlocked to use GeoSIM or any other SIM card that did not come with your handset. You can normally get you handset unlocked online.

Getting Started

Your GeoSIM™ connects you to the global GSM network.



1. Break the GeoSIM™ from its plastic transit card



2. Insert GeoSIM™ into your “unlocked” mobile phone
3. Switch on your phone
4. Enter your PIN*
5. Make your calls

Your PIN is a Four or Five digit code printed on the card your GeoSIM™ came attached to. You will need this PIN whenever you switch on your phone. Enter the PIN correctly.

If you incorrectly enter the PIN 3 times, your GeoSIM will be locked. If you inadvertently lock your GeoSIM, you will need to use your PUK (PIN unlock code) to re-set your GeoSIM. To do this, enter the PUK code then your new PIN.

If you enter the incorrect PUK or PIN 10 times, your SIM will be permanently locked. There is no way to unlock your SIM once it has been blocked.

If you have forgotten your PIN or PUK you can get them emailed to you by going to http://www.globalsimcard.co.uk/pin_reminder.php

IMPORTANT

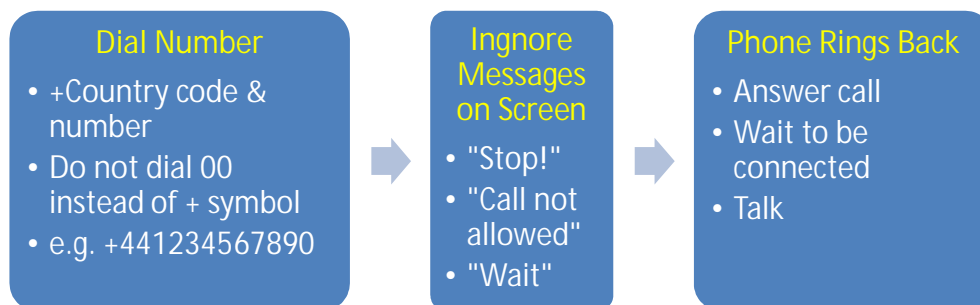
Depending on which type of GeoSIM you have, will depend on how you make a call. Ensure you use the correct dialling instructions.

If you purchased a **Standard GeoSIM**, refer to **Instructions "A" below**.

If you purchased a **Dual or Multi Number GeoSIM** refer to **Instructions "B" on the next page**.

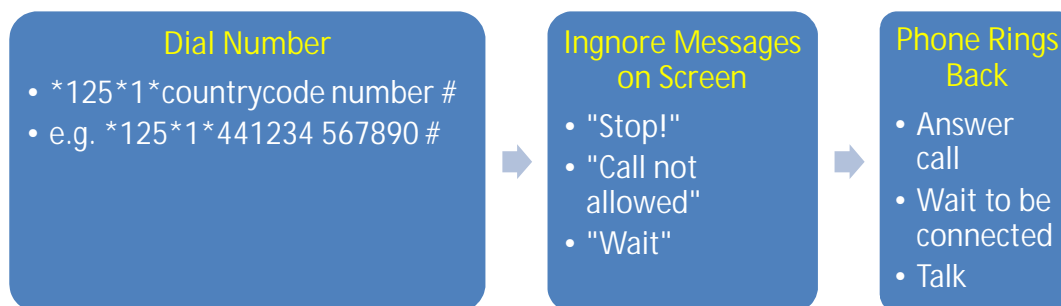
Standard GeoSIM - Calling Instructions A

Making a Call



If your phone does not ring back or displays "call barring active" or "Calls Barred", your handset is not fully compatible and you must use the "Manual Dialling" method shown below.

Alternative Dialling method for non compatible handsets



RECEIVING CALLS – Standard GeoSIM

Your GeoSIM™ number is a UK based (Isle of Man) number. Give this to anyone you wish to receive calls from*.

For someone to call you **from outside** of the UK, the correct sequence to dial is +44 7624 xxxxxx or +44 7924 xxxxx depending on your GeoSIM phone number.

If they are calling you from **within the UK**, they only need to dial 07624 xxxxxx or 07924 xxxxxx depending on your GeoSIM number.

Dual or Multi Number GeoSIM - calling Instructions B

Your Multi Number or Dual Number GeoSIM card has three Profiles. It is **Very Important** that you **select the correct Profile** for the Country you will be using your GeoSIM in, otherwise your SIM will not work correctly and you may incur additional call charges.

Your UK +44 mobile number for your GeoSIM is printed on the card it came attached to. Additionally you be able to have a USA number assigned to it when you subscribe to the USA service. This is done by dialling the 160 short code from the handset.

The three profiles are:

- 1: **Global Roaming**.- Use in All countries other than USA and Italy
- 2: **USA Service** - Use in USA with UK + 44 Number for Free incoming calls (activate your US number first – see below)
- 3: **Prime Roaming** - Use in Italy.

Activating your US Telephone Number

To assign and activate your USA +1 phone number on your GeoSIM you must dial 160

Note that some handsets may require the # symbol after the short code e.g. 160# or a star (*) before the short code and the # after the code e.g. *160#

Shortly after you dial 160, you will receive an SMS telling you what your US number is. This number is permanently assigned to your SIM from the time you activate it.

You only need to activate your US number once.

You should not activate your US number unless you intend to use it.

Selecting the correct Profile

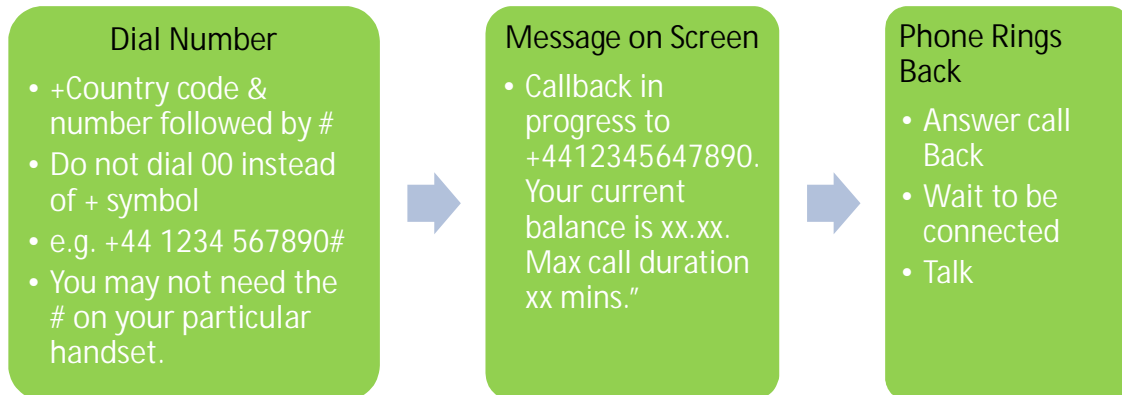
To change Profiles find “SIM Services” in the handset menu. Then select the Profile and save.

The “**Global Roaming**” profile should be active when in all countries except the United States and Italy. Your Caller ID for this profile will be your UK +44 GeoSIM number.

The “**USA Service**” Profile should be active only in the United States. Use in USA. You **MUST** select this profile **and be called on your UK +44 number to receive calls for FREE in the USA** otherwise you will be charged to receive calls. Your Caller ID will be your USA +1 GeoSIM number.

The “**Prime Roaming**” profile should be active only in Italy. This profile **MUST** be use when in Italy
Your Caller ID will be your UK +44 GeoSIM number.

Making a Call with your Dual Number GeoSIM



Note Some handsets may not require the # symbol to be dialled at the end of the number. You may wish to test your particular handset to see if this is the case. You will always need to dial the # when in the USA.

Receiving Calls – Dual or Multi Number GeoSIM

Your GeoSIM Multi Number card has two numbers, a UK +44 number and a US +1 number.

Calls can be received on either of these numbers at anytime in any country. It does not matter which Profile is active. However, **to receive calls for free in the USA you must have the USA Service profile selected and be called on the UK +44 number.** Calls to your US +1 number will incur charges when receiving a call in the USA or any other country..

For any call charges refer to the GeoSIM website at www.globalsimcard.co.uk

Dialling Notes – All SIM Types:

1. You must have credit on your account to make calls
2. **ALWAYS** dial numbers using the full international dialling code (even if dialling in country or within the UK) e.g. to call our office +44 1234 567890 (some phones may not need the + before the country code). **DO NOT** replace the + symbol with 00
3. **Do not include any preceding zeros in the "area code"**. E.g. to call a London number dial +44207 xxx xxxx NOT +440207.
4. **IGNORE ANY MESSAGES THAT THE PHONE MAY DISPLAY DURING THIS PROCESS. THIS IS NORMAL OPERATION.**
5. After dialling the number, there will be a **short pause** as the service **rings you back to connect** your call.
6. Answer the call in the normal manner and wait to be connected.

Text Messaging

GeoSIM™ supports standard text messaging (SMS) for incoming and outgoing messages. **Keep messages to 160 characters or less.** Message of more than 160 characters may not get sent correctly, or you will be charged for two messages.

Ensure you enter the full international format for the number you are sending your SMS to. **DO NOT** substitute the + symbol with 00 other wise your SMS will not get sent.

MMS is not supported on GeoSIM.

Data (Standard GeoSIM Only)

The Standard GeoSIM is enabled for data. This means you can use it to access the internet or send emails if your handset allow it. Currently the Dual number SIM is not enabled for Data.

To enable your handset to use GeoSIM's Data function you need to set up a new connection with the Access Point Name (APN to "mobiledata". No user name or passwords are required.

Refer to your handset user guide for detailed instructions on setting up a data connection on your particular handset.

Checking Your Account Balance

Dial **187** to check your account balance. If activated, you will receive a text message will be sent notifying you of your remaining balance and cost of the last call. To activate SMS notification, log in to your account or dial **189** from your handset.

Adding Credit to Your Account

Use the "**TOP UP CREDIT**" button on the home page of the www.globalsimcard.co.uk website to add credit to your account. Or use Text2TopUp from your handset.

Credit is **INSTANTLY ADDEDD** to your account 24/7 when you top up online or via Text2TopUp

How To Add Credit Using Text2Topup



Simply send a text message to +447786202559 containing the word "topup" and the amount of call credit you want to purchase.

For example; To add £30 of call credit text topup 30 to +447786202559. You will then receive a text message asking you to reply with your GeoSIM PIN. If your PIN is correct, your credit is immediately applied to your GeoSIM account.

Or, if you only text the keyword topup to +447786202559 we will add £20 to your account.

Here's a typical Text2TopUp sequence:

1. Send top up request - topup 40 to +447786202559
2. You will receive a response from GeoSIM confirming your request and requesting your PIN
3. Reply with your PIN

4. You will then receive a confirmation message from GeoSIM that your credit has been applied.

Additional Features

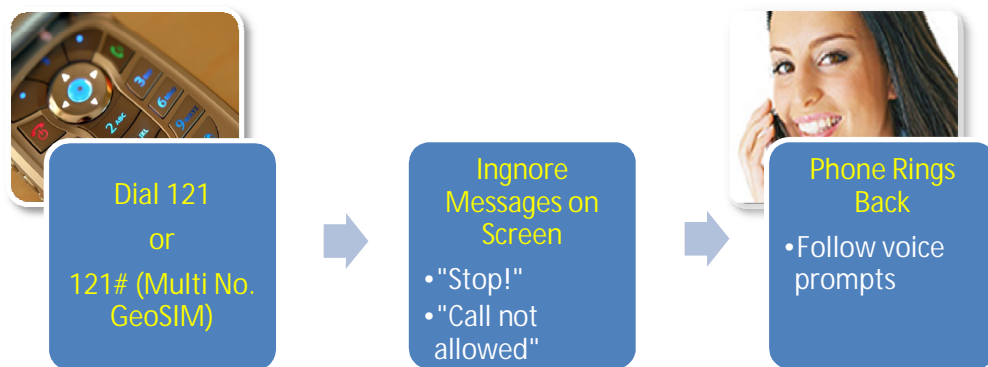
Your GeoSIM has its own online back office with additional features. The web interface allows you to view your billing and call details, control voice mail, make calls and make conference calls. Go to www.globalsimcard.co.uk and login using your phone number and PIN (standard GeoSIM) or PUK (Multi Number GeoSIM) as your user name and password respectively.

To log into your account use the “log in” and SIM Admin button on the website and use your phone number – including the 44 prefix (**but not the + sign**) – and your PIN/PUK as the user name and password respectively.

Voicemail

Voicemail is automatically enabled on your account. An inbound caller will be directed to voicemail if you don't answer within 30 seconds or if your phone is switched off. You will receive a text message indicating the presence of each voice mail.

You can retrieve your voicemail in a number of ways:



To access messages from your handset dial 121.

Your messages will play in order of last received. Voice prompts will guide you to skip, reply and delete messages.

Your messages can also be played back on your PC from within your SIM Admin Area.

Use your login to access your personal account at www.globalsimcard.co.uk (Your login in details are your GeoSIM phone number stating 44 with out the + symbol as your User Name and your PIN as your password)

Select the “**PROFILE**” tab and click “**INCOMING CALLS**”.

Look for the voicemail indicator at the bottom of the screen.

For any voicemail that is present, clicking “**PLAY**” will open your Windows Media Player and the message will automatically play.

There is no charge for retrieving voicemail online. Voicemail will be stored on the system for 90 days before it is automatically deleted. If you choose to save the message it will be saved for 90 days then deleted.

To control voicemail from your handset

| | | |
|--------------|--------------|--|
| Dial: | 121 | Access messages (plays in order of last received). |
| | 122 | Turns voicemail on. |
| | 122xx | Sets the time interval before voicemail starts, e.g. 12235 sets the voicemail to start if there is no answer after 35 seconds. |
| | 123 | Turn voicemail off. |
| | 125 | Check settings (indicates your voicemail settings). |

Note if you have a “Multi Number GeoSIM” that some handsets may require the # symbol after the short code e.g. 121# or a star (*) before the short code and the # after the code e.g. *121#

Problems making a call?

If you are encountering difficulty, please refer to the following tips. If you cannot resolve the problem, please contact Customer Services after checking the Trouble Shooting section on at the back of this user guide.

Cannot make calls

1. Check the SIM is properly installed.
2. Make sure you have a signal.
3. Make sure your phone is compatible (Standard GeoSIM only)
4. Ensure there is credit on your SIM card.
5. Ensure you are dialling correctly. (see pages 2 and 3 above)
6. Make sure you have the correct “band” or frequency selected for the region you are in. Most phones switch automatically. Check your Band” settings on your handset.
7. If there is no network coverage, yet you know that mobile services exist in the area, it is possible that there is no roaming agreement in the country you are visiting. Check online at www.globalsimcard.co.uk for a list of countries where GeoSIM™ will work.
8. If you have a Multi Number GeoSIM, you may need to add the # symbol at the end of the number you are dialling, including any short codes.
9. Try manually selecting a different network on your handset.

Call quality

If the quality of your call is poor, ensure you have a proper signal. If you have a good signal, the line maybe at fault – please hang up and dial again.

Cannot access Voicemail

Try to recover your voicemail by all methods - online and phone. If this is unsuccessful call Customer Services.

SPECIAL FEATURES

Call Recording

To record any of your calls press ****1** to turn call recording off press ****2**

To listen to a recorded call:

Go online to www.globalsimcard.co.uk, login, navigate to “Billing” and look at your calls details. Locate the call you recorded, there will be a cassette icon next to any call that has been recorded.

Click on the icon and your call recording will be played back on your PC via Windows Media Player.

Conference Calling

You may turn any call into a conference call. Once you have the first person on the line, simply dial **#*3** and press “**Send**”. You will then hear a voice prompt asking you to enter a new number. Within a few moments, that person will be added to your conference call. Repeat this sequence to add additional parties to the conference.

Service Life

The pre paid card has a service life of one year from the date of purchase. However, it can be extended for an additional year by paying an annual fee of £12. Call your agent for details.

GeoSIM Coverage

For an up-to-date list of the countries that GeoSIM™ will work in visit www.globalsimcard.co.uk

Help

For customer help and support, call 154 (9am - 5pm UK time Monday to Friday) from your phone, or call +44 (0)**1908 888670** between the hours of 9am and 5pm UK time Monday to Friday.

We will happily take calls, but email is the fastest way to resolve your problem. **Please supply your GeoSIM phone number** in any correspondence.

Email support@globalsimcard.co.uk

QUICK ACCESS “Short Codes”

Dial:

102 +{number} – Forwarding
103 - Forwarding off
121 - Voicemail retrieval
122 - Voicemail ON
123 - Voicemail OFF
125 - Check status of features
133 – Returns your Phone number
154 - Customer Service
160 – Activate USA number (Multi Number SIM Only. Do not use unless you need a US number)
187 - Account balance
188 – SMS Call Cost message OFF after each call
189 – SMS Call Cost message ON after each call

#*3 – Start conference call
#*1 – Start Call recording
#*2 – End call recording

Playback your recorded calls via your online back office in the “Billing” section.

Note if you have a “Mullti Number GeoSIM” that some handsets may require the # symbol after the short code e.g. 121# or a star (*) before the short code and the # after the code e.g. *121#

Some Motorola handsets use short codes followed by a # for speed dialling. This means that the handset will think you are trying to use a "Speed Dial" number. So that you can use the GeoSIM short codes, simply store the GeoSIM short code in to the Motorola Short code of the same number. E.g to be able to dial 121#, store it in Speed Dial 121 on the handset. This way you can simply dial 122# and the handset will "think" you are dialling a Speed Dial number and dial the GeoSIM short code you have stored to the Speed Dial number.

TROUBLE SHOOTING

I cannot make a call.....

If your SIM will not make outgoing calls it can be for a number of reasons:

No call credit on your account

Go to www.globalsimcard.co.uk and add more call credit instantly using the "Top Up Credit" button.

You may be dialling incorrectly.

Make sure you do not add any prefix 0's before the country code or leading 0' on the area code. You MUST Always dial the country code you are calling, even if calling "in country".

If you have a Dual or Multi number GeoSIM try using the # key at the end of the number you are dialling.

Non compatible handset (standard GeoSIM only)

If your handset is receiving calls OK it could be that your handset is not fully compatible with GeoSIM.

Try dialling *125*1***countrycodeandnumber**# followed by the "send" key. Remember to use the # key at the end. This will trigger a manual call back and connect you to the number you are calling. (Standard GeoSIM only – Not multi number GeoSIM.

No Roaming coverage in the country you are in.

Use a Local SIM in your handset and use the SMS call back trigger and forward your GeoSIM phone number to your local SIM. (see below).

Incorrect "Band" or frequency set.

Make sure you set your handset "Band" or "Frequency" selection is set to "Auto" or that you select the correct frequency for the region you are visiting.

The local network operator has turned off "USSD Messaging" preventing call backs to be triggered.

You have two options here. You could use a local SIM as in point 3 above, or use your GeoSIM to manually trigger a call back.

If USSD messaging is switched off you can manually trigger a call back by sending an SMS.....

To do this:

Open your contacts list and create a new entry called "GeoSIM" as the name, OK this and enter the number as +447624803766 save this as if it were another contact in your address book.

Then when you want to make a call, create a text message as follows Open the "New Text Message" option on your phone to create a text.

Type in *1*+44 then the number you wish to call minus any leading zero's so it looks like this:-

1+44123456789# send it as a text message to your "GeoSIM" entry.

This will initiate a text to the call back server through a non compatible handset and should then make the call connect.

I cannot log into my "shopping" Account" to Top Up or purchase another SIM...

Make sure you are entering the correct email address and your ORIGINAL SIM PIN when logging in to your shopping account to top up your call credit or purchase another GeoSIM.

I cannot log into my "SIM Admin" Account" using the "Log In to My Account" button...

The default user name is your phone number. Enter this in the correct format. E.g. 447624123456. Your password is your PIN (Standard GeoSIM) or your PUK (Dual Number GeoSIM). You can change these if you wish once logged in.