

### 1 Installation

1. Break out the RoamSIM SIM Card from the plastic card.
2. Insert the SIM Card in your GSM phone.
3. Switch your phone on (ensuring your battery is charged).
4. If prompted, enter the four digit PIN Code supplied with the RoamSIM.
5. If you are prompted to select your location when you turn on the phone, select "Italy" when in Italy or select "Global" when in any other country. Ignore all other options. "" indicates the current setting.  
If you are not prompted to select your location, find "SIM Services" or "SIM Menu" in the phone menu. (It may be in Applications, Office Tools, Services or similar menu.) Then select "Roaming Services", select "Prime Roaming" when in Italy or "Global Roaming" when in any other country, and save it. Then turn the phone off and on.

Note: Enter the PIN Code carefully. The service will be blocked if the PIN is entered incorrectly 3 times during login. In the case of your having to re-set your PIN (e.g. due to having forgotten your PIN), the phone will display a message like "Input PIN unlock code". Contact your SIM supplier to obtain the unlock code (PUK). After you input the unlock code, the phone will display a message like "Input new SIM PIN", and you should input 4 digits. Then the phone will display a message like "Input new SIM PIN" again for confirmation, and you should input the same 4 digits.

Note: For RoamSIM to function properly, your mobile phone must be SIM unlocked. When you purchased the phone from your mobile telecom operator, the operator may have "locked" your phone to prevent its use with other mobile operators' SIM cards. Consult the vendor of the mobile phone to get it unlocked.

### 2 Making Calls

1. Dial the number you wish to call. Use the format +<country code><city code><local number>, such as +19057878328. If +<country code><city code><local number> does not work, use +<country code><city code><local number># or use \*<country code><city code><local number>#. Do not use international prefix such as 00 or 011.
2. After dialing the number, there will be a slight pause, as the RoamSIM service rings you back to connect your call. Answer the call normally.

Note:

- Ignore any messages the phone may display during this process. It is normal to get error messages on the phone when making outgoing calls. It is because the SIM card is diverting the dialing commands away from the local mobile operator. The SIM card disallows making calls on the local mobile operator; it allows only incoming calls (call back calls).
- Emergency number dialing: The GSM standard for emergency service number is 112. This dials normally on the network (even without a SIM card in the phone), and the RoamSIM does not interfere with this at all. The same applies for 911 and 999 emergency numbers.

### 3 Receiving Calls

The RoamSIM number is a UK-based phone number. Give this number to anyone you wish to have call you.

If you forget the phone number, dial 133, and a message containing the phone number will be returned to your GSM phone.

### 4 SMS Messages

Send SMS messages in the usual way.

### 5 Checking Account Balance

Dial "187" to check your account balance.

Dial "189" to turn on call receipts. After each call, the system will notify you of the most recent call cost and your remaining account balance.

Dial "188" to turn off call receipts.

### 6 Recharging Your Account

Contact the agent who sold you the RoamSIM to purchase additional credit.

Or you can recharge your account online if you got the RoamSIM from Ecomarrier/Airello. Go to [www.airello.com](http://www.airello.com) and login with username = RoamSIM phone number and password = RoamSIM PIN and select Purchase > Create Purchase.

### 7 Call Records and Account Information

To see your call records and account information (such as balance and payments), go to [www.airello.com](http://www.airello.com) and login with username = RoamSIM phone number and password = RoamSIM PIN.

### 8 Voicemail

Voicemail is automatically enabled on your account. An inbound caller will be directed to voicemail if you do not answer within 30 seconds or if your phone is switched off. You will be sent a text message indicating the presence of each voicemail.

To retrieve voicemail, you have two options:

- Individual Message Access: Simply reply to the text message indicating a voicemail has arrived and press Send. The voicemail system will call you back and play that message only.
- General Access: To access all messages, dial "121." Your messages will play in order of last received. Voice prompts will guide you to skip, replay, save and delete messages.

To control voicemail, you have these options:

Dial	
121	Access messages (plays in the order of last received)
122	Turns voicemail on
122xx	Sets the time interval before voicemail starts; e.g. 12245 = if no answer, voicemail begins after 45 seconds. (Default is 30 seconds.)
123	Turn voicemail off (disable)
125	Check settings (indicates your voicemail settings)

For setting and checking voice mail options, this will send a SMS message. If successful, you will receive a confirmation SMS message.

### 9 Forwarding Calls

Dial "102PhoneNumber" to forward calls to the specified phone number. PhoneNumber is <country code><city code><local number>. You will receive a confirmation SMS message if successful.

Dial "103" to turn off call forwarding. You will receive a confirmation SMS message if successful.

### 10 Conference

Additional parties may be added to a call to have a conference call. To add someone to a call (once you are already connected to one or more parties), dial "#3" (you must press Send even though you are in a call already), hear a prompt for the destination number, and enter the destination number.

### 11 Troubleshooting

#### Cannot make calls

1. Confirm that your account has enough money to make calls.
2. Ensure that the correct profile is enabled:
  - a. If you are prompted to select your location when you turn on the phone, select "Italy" when in Italy or select "Global" when in any other country. Ignore all other options. "" indicates the current setting.
  - b. If you are not prompted to select your location, find "SIM Services" or "SIM Menu" in the phone menu. (It may be in Applications, Office Tools, Services or similar menu.) Then select "Roaming Services", select "Prime Roaming" when in Italy or "Global Roaming" when in any other country, and save it. Then turn the phone off and on.
3. Confirm that the GSM phone is getting a network signal. If you know that mobile services exist in the area but a network is not available, it is possible that the RoamSIM service is not available in this country. Please see the FAQ at <http://www.airello.com> for the list of countries where the RoamSIM service can be used.
4. Confirm that you dialed +PhoneNumber not 00PhoneNumber. (PhoneNumber = <country code><city code><local number>.)
5. If there is no call back call when you dial +PhoneNumber, the GSM phone might not be communicating correctly with the SIM to capture the dialing process so you have to change to a compatible phone or dial in the format +PhoneNumber# or \*PhoneNumber#.
6. If there is no call back call when you dial +PhoneNumber or +PhoneNumber# or \*PhoneNumber#, switch to another network manually and try to call again. Refer to your phone's manual for the procedure.