

## Getting Started

The enclosed SIM card connects you to the " BelZoSIM " global network.  
Break out the SIM card from the plastic card - Then insert this SIM card into your phone.

**Please note that this sim card is fully compatible with all handset models.**

Switch your phone on and you should now be on a mobile network. If yes, then call your SIM number from another phone as a quick test.

## Receiving Calls

The +44 UK mobile number for your sim card is printed on the card. Calls can be received on these number at anytime in any country. It does not matter which Profile is active. Please see more details on Profiles later.

## Making Calls

Dial the number as normal, but in full international format eg +447700012345 . Then press Send.

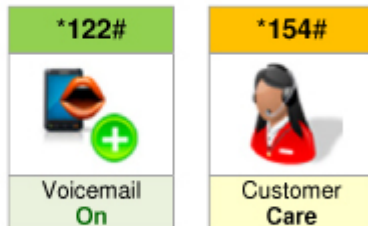
1. You will see a message saying "Please Wait" or "Call Not Allowed". This is quite normal.
2. You will then receive an inbound call.
3. Answer the call - wait for a few seconds and you will be connected to the person you called.

## Quick Access Codes:

- \* 102 # Call divert **on** (To divert your calls dial: 102 number Send/Call)
- \* 103 # Call divert **off**
- \* 121 # Voicemail retrieval
- \* 122 # Voicemail **ON**
- \* 123 # Voicemail **OFF**
- \* 125 # Voicemail status
- \* 133 # Returns your mobile number
- \* 154 # Customer service
- \* 187 # Account balance
- \* 188 # Switch **off** SMS balance notification
- \* 189 # Switch **on** SMS balance notification

It is recommended that you use the example format below for dialing short codes as some handsets use short codes for speed dialing.

Examples:



The short codes are the same whichever profile is active.

### **Call History and Itemised Billing**

To log-on to your account go to our website [www.myglobalsimcard.com](http://www.myglobalsimcard.com) and click Log in. Click on the link and you will then see a login box. Your User Name is your UK roaming number 4477000xxxxx and your pass word is your 4 digit PIN number. This is found on the plastic card your SIM card came with.

### **Top Up Credit**

Typ your 19 digit voucher on your phone and press the "call" button.

## Voicemail

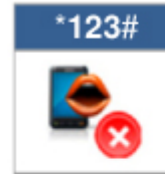
Voicemail is automatically enabled on your account. An inbound caller will be directed to voicemail if you don't answer within 30 seconds or if your phone is switched off. You will be sent a text message indicating the presence of each voicemail.

To retrieve voicemail dial **\*121#**

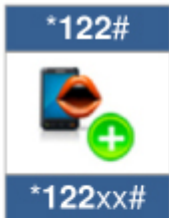
To control voicemail, you have these options, Dial:



◀ Access messages  
(plays in the order of last received)



◀ Turns voicemail **off**



◀ Turns voicemail **on**



◀ Check voicemail settings



◀ Sets the time interval before voicemail starts



◀ if no answer, voicemail begins after 30 seconds

## Text Messaging

Your BelZoSIM card fully supports standard text messaging (SMS) for incoming and outgoing messages. To send a text message, write your message as normal. The message will be sent from whatever profile you have currently active. See more on Profiles later.

## Caller ID

The outgoing Caller ID sent to the called party will be determined by whichever profile is active.

## Call forwarding

You can redirect calls from your existing mobile to your BelZoSIM phone number so you never miss a call while you are away. You can also redirect your BelZoSIM number to any other numbers. Refer to our website for full rates.

## Call Recording

To record any of your calls press # \*1. To turn the recording feature off, press #\*2.

## Listening to recorded calls

Go to [www.myglobalsimcard.com](http://www.myglobalsimcard.com) and log in to your account. Click on "Call Billing" and look at your calls. Locate the calls that was made and you will see a cassette icon. Click on this and your media player will open and the recording will start.



## Conference Calls


You can use your BelZoSIM to turn any call into a conference call. Once you have the first person on the line, simply dial #\*3. You will then hear a voice prompt asking you to enter a new number. Within a couple of seconds that person will be added to your conference call. Repeat this sequence to add and additional parties to the conference call.


## Profiles

The SIM card has three Profiles or Roaming Services.

- 1: Global Roaming.
- 2: USA Service
- 3: Prime Roaming.

The **Global Roaming** profile should be active when in all countries except the  

The **U.S.A. Service** profile should be active when in all countries except the  

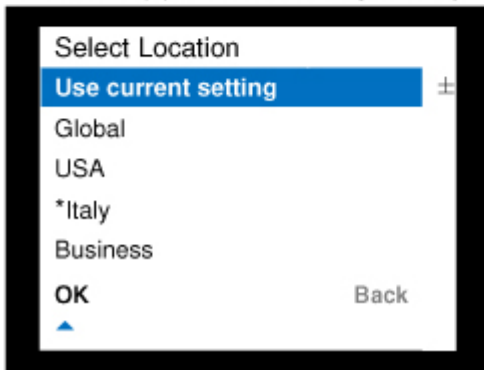
The **Prime Roaming** profile should be active when in all countries except the 

The default Profile is Global Roaming. Global Roaming and Prime Roaming will present the same UK outgoing Caller ID.

## Changing Profiles

To swap between Profiles find "SIM Services" or "SIM Menu" in the handset menu. Then hit the 'Roaming Services' entry and select the required Profile and save.

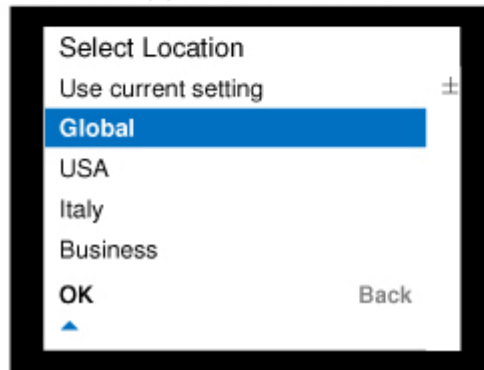
Example-(1): Current Setting for Italy



Profiles



Example-(2): Switch to Global



## Troubleshooting

### **( Cannot make calls**

- 1.) Check to make sure your SIM card is properly installed.
- 2.) Make sure you are getting a signal.
- 3.) If there is no coverage (network not available) yet you know mobile services exists in the area. It's possible that we does not have roaming agreements in that country.
- 4.) Make sure you have credit in your account allowing you to make calls or receive calls. Credit is required in your account to receive inbound calls for non-free roaming countries.
- 5.) The sim card may be incompatible with certain handsets in its default mode.

There is an entry for 'Call-back Application' in the SIM Menu.

This will normally have a \* digit before it to show that the Application is functioning correctly.

If it has a \ digit in place of the \* this means that the handset does not support the special Call-back Application that is loaded onto the sim card.

If you suspect that there are handset compatibility issues then it is necessary to dial a # after the telephone number when making a call.

**Do not** however go into this menu and deactivate the Call-back Application.

## Call quality issues

In the unusual event that the quality of your call is poor, ensure you have a proper signal. If you have good signal the line may be at fault, please hang-up and redial. If that does not resolve the problem please try changing mobile networks. Refer to your handset manual for instructions to do this.

## Further Assistance:

BelZoSIM is committed to providing top quality Key Customer Support.