



User guide



Before you start

Your handset needs to be unlocked to receive all SIMs

1. Detach the **TravelTalkSIM** from the enclosed card and replace the current **SIM** in your handset
2. Turn on your handset on and please ensure you have network coverage

Some handsets request a **PIN** when finding a new Sim card. The **PIN** is **0000**

Receiving a call

Answer your ringing handset exactly as you normally do so upon receiving a call

Top up enquiries

For top up enquiries and customer service Dial **80404** from your phone, or **0044 208 4979 295** from any phone

Making a call

1. Dial country code & number and press the **Call/Send** button

For example **00442084979295 'Call'**
Or **+442084979295 'Call'***

2. There will be a short pause without any sound or line tone

Your phone may (depending on handset model) display an on screen messages saying, **"Thank you for using the service. Your call will be connected shortly"**

3. After a few seconds, your handset will ring. When you answer you will hear a voice message saying, **"Please wait while we connect your call"**.

4. You will then hear the normal ring tone and you will be connected to your dialled number

5. **When finished** – please end the call and hang up as you would normally do

**Some handsets may be incompatible with direct dialling. Should you hear the following message: "Connection to this number is restricted on this phone", or experience continuous failed outgoing calls, you will need to dial in the following way: *126*102*the number you want to call # and then press the Call/Send button Example: *126*102*00442084979295#*

Quick reference card:

Copy your essential numbers:

Mobile number/MSISDN:

ICCID

PIN 1

PUK 1

All the numbers are found printed on the plastic card provided with the SIM.



Customer care & sales
+44 (0) 208 4979 295



www.traveltalksim.co.uk



Top-up 80404 from your phone,
or 0044 208 4979 295 from any phone



Voicemail 802