

Aruba Service – User Guide

by Primo



ACTIVATING YOUR SERVICE

It is very easy to activate your new service. Just follow the instructions below and you'll be ready to call once you reach your destination:

1. Travel to your destination
2. Break out the SIM Card from the plastic card
3. Then insert this SIM Card in your phone.
4. Make sure your phone battery has been charged
5. Switch your phone on
6. If prompted for a PIN, enter 0000

Your Aruba SIM card will provide you with a Aruba cellular phone number. Your new Aruba phone number can be found on the plastic wrapper around your SIM card. The phone number begins with **56**.

HOW TO RECHARGE (ADD AIR TIME)

To recharge your Aruba service, please follow the instructions below

- Locate the recharge voucher code, affixed to your SIM card package*
- Enter *136*(recharge voucher code)# and then press 'yes/ok/send'

*Telestial provides you with a recharge voucher code, that you will find printed on a sticker, affixed to your SIM card package. At your destination, you can add your airtime and may purchase additional airtime in form of scratch cards, where you will need to scratch off the gray protective layer to reveal your recharge voucher code.

MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with the '+', followed by the country code (1 for the US/Canada), area code and phone number. For example, to call (213) 337-5555 you would dial +12133375555.

RECEIVING CALLS

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 297 (Aruba) and your new number bar the leading 0 (zero).

BALANCE

To check your balance, please

- Enter *138# and then press 'yes/ok/send'

CUSTOMER SERVICE

To reach customer service, please

- Dial 139 from your mobile phone

We are available to you 24 hours a day, seven days a week.

VOICEMAIL

To activate your voicemail, please

- Select 'Menu'
- Select 'Settings'
- Select 'Call Settings'
- Select 'Call Divert'
- Select 'Divert to no answer'
- Select 'Activate'
- Select 'To voicemail box'

To access your voicemail, please

- Dial 134 and enter your PIN (1st time it will be your GSM number)
- Then press 1

SERVICE EXPIRATION

You must recharge your Aruba Service at least once every 12 months in order for your Aruba service to remain active. The 12-month period begins from the date of your last recharge your account or the initial activation date.