

Turkey Service – User Guide

by BlueSIM



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. Enter the PIN Code (if required)
7. Your Turkey SIM card is ready to be used!

Your Turkey SIM card will provide you with a Turkey cellular phone number, which can be found on the back of your SIM card package and begins **546** followed by 7 digits.

HOW TO RECHARGE (ADD AIRTIME)

You can top-up your BlueSIM by purchasing a top-up card of Vodafone Turkey from any Vodafone shop, GSM shop, supermarket and convenience store. Vodafone top-up cards are currently available in the following denominations.

- 100 units (approx. US\$14)
- 250 units (approx. US\$35)
- 500 units (approx. US\$70)

Once you buy a top-up card, call 7500 (Free of charge) from your Turkey SIM card (if you are calling for the first time you will be asked to set a language; Press 2 for English and 1 for Turkish. To change these settings you can always call 7501) and follow the instructions below:

- Enter your 12 digit number followed by the # key
- Now enter your 5 digit password and press the # key
- If you have done the above steps correctly you will have completed your top-up
- The system should inform you on your current / available units. In case you enter your figures incorrectly, the system will ask you to re-enter them correctly

Alternatively, you may use the Vodafone SMS top-up service. To do so, follow the instructions below:

- Compose a text message with the letters **YUK** followed by a space, then your 12 digit number, another space and your 5 digit password. For example if your 12 digit top-up voucher is 123456789102 and your 5 digit PIN is 54321, the correct format would be **YUK 123456789102 54321**
- Send this message to 7500 (SMS service is Free of charge)
- If you have entered your codes correctly your units should be added to your account. You should now receive a short message confirming your successful top-up

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, country code and your new number.

BALANCE

To check your balance send an SMS to 7501 (Free of charge)

CUSTOMER SERVICE

To reach customer service, dial **444 0 542**, press 2 and chose your language ¹

¹ Service charge of 0.85 units / minute applicable

SERVICE LIFE

The Turkey prepaid SIM card will be fully operational (make and receive calls and send text messages) 3 months after the purchase date. If no UNITS are added within the first 3 months, the Turkey prepaid SIM card will only receive calls (no outgoing calls or text messages), and will keep working this way for another 6 months unless UNITS are loaded. Every time the BlueSIM is recharged with UNITS, the SIM card service life is restarted (back to fully operational).