



Welcome to SIMple Calling, the new United States service for GSM mobile phones. SIMple Calling is designed to dramatically reduce your local and roaming calling costs.

For SIMple Calling to function properly, please ensure your phone is unlocked. When you originally purchased your phone from your network operator, it's likely that your operator may have "locked" your phone to prevent its use with other operators' SIM cards. If this is the case, please call your phone vendor and request an "unlock code". They should unlock the phone but there may be conditions or a cost associated with this.

- Your US Service phone number will start with +1. *This number is based in the United States.*
- Your Global Service phone number will start with +44. *This number is based in the United Kingdom and is printed on your SIM card.*
- Your PIN number is 4 digits long and is printed on your SIM card.

**When turning your phone on in:**

United States & Canada – Enter your PIN number

Roaming in the Rest of World – Enter **2** followed by your PIN number

## **QUICK START**

You must activate your SIMple Calling service before you can make a call in the United States or Canada. Simply follow the instructions below and you will be up and running in no time!

1. Activate US Calling. You can activate US Calling in one of three ways:
  - i. Visit **www.simplecalling.com** and follow the instructions to activate US Calling
  - ii. Dial the following toll free number of the country you are in (using a landline or payphone), and follow the prompts of our self-service menu
    - United States & Canada - 1-888-513-8804
    - United Kingdom - 0800-376-2370
    - Australia - 1800-795-252
  - iii. Speak with a Customer service representative by calling the toll free number of the country you are in
2. Break out the Telesial SIMple Calling 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. In the US & Canada, enter the four-digit PIN Code\*. If you are outside the US & Canada, enter **2** followed by the four-digit PIN Code.
7. You are ready to make calls

**Important:**

\*Your PIN code is a four-digit code located on your SIMple Calling SIM card. Please remember it. Whenever you switch your phone on, you will be asked to enter this number. If you enter your PIN incorrectly 3 times your phone will be blocked. You must then enter the PUK to unblock it.

**Please Note:** If you have purchased additional airtime, your airtime has been automatically added to your SIM card.

## **Making a Call in the United States or Canada**

1. Activate US Calling (if you haven't already done so).
2. Turn your phone on and when prompted for the PIN, enter your 4-digit **PIN** and press OK. When the phone registers with an available network it is ready for use.
3. Dial the country code (1 for the US and Canada, 44 for the United Kingdom, 61 for Australia), area code and phone number.

**Example:** To call (213) 337-5555 in the US, you need to dial 12133375555

**Example:** To call 03 9010-0225 in Australia, you need to dial 61390100225

### **Please Note:**

Your ability to make outbound calls in the US and Canada is hibernated 10 to 28 days after your last call in the US or Canada, however your US number will continue to receive calls and text messages for up to two months after the last use of the service. You can reactivate the ability to make calls in the United States and Canada in three ways: online at [www.simplecallingservice.com](http://www.simplecallingservice.com), over the phone using our self-service menu, or over the phone with a Customer service representative.

**Hot Tip:** If you are calling to a cell/mobile phone number outside the US and Canada (such as Australia, Europe and United Kingdom) you must drop the leading zero. For example, you must dial 61405123456 to a mobile number in Australia if the number was 0405 123 456.

## **Making a Call OUTSIDE the United States or Canada**

1. Turn your phone on and when prompted for the PIN, enter **2** followed by your 4-digit **PIN**. When the phone registers with an available network it is ready for use.
2. Dial the country code (1 for the US and Canada), area code and phone number  
**Example:** To call (213) 337-5555 in the US you need to dial 12133375555
3. Press the call key and please wait. Ignore any messages shown on your screen. You will be disconnected for 10 to 30 seconds, and then your phone will call back
4. Answer the call normally. Your call will be connected after a few seconds.  
If your phone does not ring back, please try again making sure you have entered the correct phone number and allowing up to 60 seconds for your phone to ring.

## **Receiving a Call**

There are three ways family & friends can call you.

1. They can dial your United States (1) number.
2. They can dial your Global (44) number, preceded by the international direct dialing prefix for the country they are calling from (International rates apply for the caller).
3. They can call you toll free (\*A 39c per minute surcharge applies)
  - i. They need to dial the following toll-free number for the country they are calling from:

USA: 1-866-305-6462	Germany: 0800-000-6485
Australia: 1-800-261-038	France: 0805-101-177
United Kingdom: 0808-234-7418	Canada: 1-866-305-6462

- ii. At the prompt, they enter your United States (1) number or your Global (44) number

**Please Note:** After 2 months of inactivity your US number may be changed when you go to use it again. If it has changed you will receive the new US number via text message. You can ensure that you retain your US number indefinitely by paying 50c per month. Simply visit [www.rechargeminutes.com](http://www.rechargeminutes.com), click on the 'Get US number' menu option, enter your number and PIN, and click on the 'Keep Number' button (in the Account status section).

## **Recharge minutes anywhere, anytime!**

1. **Online:** Go to **www.simplecalling.com** and recharge your account.
2. **Direct from your phone:** Dial **191** from your phone and press the send/answer key. Once connected to the recharge line, simply follow the prompts. This is a free call.
3. **Toll free numbers:** Dial toll-free from a landline or payphone only and follow the voice prompts for our self-service recharge menu

USA/Canada	<b>1-888-513-8804</b>	United Kingdom	0800-376-2370
Germany	0800-000-6484	Italy	800-987-324
Australia	1-800-795-252	Mexico	01800-088-5000
France	0805-113-721	Spain	800-098-936

Visit **www.simplecalling.com** and sign in with your SIMple Calling number and PIN. You will then be able to recharge minutes, edit your account details and settings, check your account history (calling history), your service details and your Travel Journal.

## **Voicemail**

Voicemail is automatically enabled on your account. A caller will be directed to Voicemail if you don't answer the call, if your phone is busy or switched off. You will be sent a text message when you receive a Voicemail. To retrieve your Voicemail messages, dial **121** and follow the voice prompts.

## **Toll-free forwarding**

Toll-free forwarding lets your family and friends call you at no charge to themselves. Your SIMple Calling comes with this feature already enabled. You will be charged a per minute surcharge (in addition to the incoming call rate) to receive calls using this feature. You can also enable or disable this feature when you sign into your online account.

## **Auto Recharge**

Auto-recharge automatically recharges your account with USD\$30 when your balance falls below USD\$5. The automatic recharge is instantaneous and you receive a text message when it occurs.

- To enable, dial **171** and press the call, send or OK key
- To disable, dial **393** and press the call, send or OK key

You will receive a message saying Auto-Recharge is either enabled or disabled. You can enable or disable Auto-recharge at any time by signing into your account online. You can also change the minimum balance and the recharge amount.

## **Call forwarding**

Calls to your SIMple Calling number may be forwarded to any other number. You will be charged the standard rate, depending on whether the call is forwarded to a landline or a cell phone.

- To enable, dial **102** followed by the country code and number you wish to forward to, then press the call, send or OK key
- To disable, dial **103**, then press the call, send or OK key

## **Handy Hints**

- You cannot make calls
  - Check to make sure your SIM card is properly installed
  - Make sure you are getting a strong enough signal. Currently we offer T-Mobile and AT&T coverage; however in some parts of the US there may not be coverage.
  - Make sure you enter your **PIN** correctly.

- When calling to or within a country always dial the country code (i.e. **1** for the United States and Canada, **44** for the United Kingdom, **61** for Australia)
- If you are trying to make a call outside the United States & Canada, and the call back does not occur (please wait up to 60 seconds for the call back to occur) or if you hear a message saying the call cannot be completed, please dial **\*126\*** followed by the country code, area code and phone number, followed by **#**  
**Example:** If you wish to call 03 9010-0225 in Australia, you would dial **\*126\*61390100225#**  
**Example:** If you wish to call 0207-943-2772 in the UK, you would dial **\*126\*442079432772#**
- If you are experiencing any difficulties finding a network refer to your handset manual for instructions about how to view a list of available Networks and select one.
- In the case of emergencies (Ambulance, Fire or Police) dial **112** to be connected to the local emergency services.

## **Easy Dial Numbers**

<b>121</b> – Voicemail *	<b>187</b> - Account Balance	<b>154</b> - Customer Service *
<b>191</b> - Recharge Minutes	<b>171</b> – Enable Auto Recharge	<b>393</b> – Disable Auto Recharge
<b>732</b> – Record or change your Voicemail greeting message	<b>466</b> - Enable Automatic Travel Journal Mapping	<b>469</b> - Disable Automatic Travel Journal Mapping
<b>888</b> – Create an Entry in your Online Travel Journal *	<b>8555</b> – Create a Public Entry in your Online Travel Journal *	<b>870</b> – Activate US Calling

\* A per minute rate may apply.

## **ONLINE TRAVEL JOURNAL: AN AUTOMATICALLY UPDATED RECORD OF YOUR TRIP**

You receive a free online Map and Travel Journal with this service. If you have enabled automatic mapping, your online Map will be automatically show where you have been. You can enable or disable automatic mapping at any time using our Easy Dial numbers.

Use your phone to create your own entries and personalize your Travel Journal. You can compose a text message about what you doing and send it to the Easy Dial number **888**.

Alternatively sign in online when you get home or while traveling, and personalize your Travel Journal using our user friendly web tools. To view your Travel Journal, go to **www.simplecalling.com** and sign-in with your phone number and PIN.

You can also set up automatic email notifications for your family and friends, so they can view your Travel Journal, see where you are and easily call or text message you.

## **FEEDBACK**

You can share your experience using this service and provide feedback via trusted review websites such as:

- Reseller Reviews - **www.resellerratings.com/store/telestial**
- Rate It All – **www.rateitall.com** and then search for Telestial

## **Win a \$5 credit for your SIM card by simply forwarding your feedback on the above websites to Telestial**

Just send a copy of the feedback you have posted on your favourite review site to [feedback@telestial.com](mailto:feedback@telestial.com) along with your full name, order invoice number, SIM card number and the website you have reviewed us on. A confirmation email will be sent to you once the credit has been applied to your account. There is a limit of one free \$5 credit per customer.