



WELCOME TO

WORLD SIM

MULTI IMSI

SIM USER GUIDE



WorldSIM introduces its revolutionary Multi IMSI SIM card which gives you multiple mobile numbers from different operators on one sim. Currently the WorldSIM Multi IMSI sim card comes with 3 different operator profiles, and 2 mobile phone numbers a UK (+44) and US (+1) mobile number offering the widest possible global coverage.

Users can roam in over 200 countries worldwide and receive calls for free in over 80 countries including the USA - more then any other provider!



Getting Started

The enclosed SIM card connects you to the WorldSIM 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.

Additionally you also will get a USA number when you dial *160#

Calls can be received on either the UK number or the US number at anytime in any country. However there will be an additional \$0.25/min cost for receiving calls on the USA number as compared to the UK number. Full tariffs are available on the WorldSIM website www.worldsim.com

It does not matter which Profile is active. Please see more details on Profiles later.

Making Calls

To make a call, always dial using the '+' sign followed by the full international code, then the number you wish to dial followed by a '#'. Do not use '00'

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

The following quick access codes are available to you. The short codes are the same whichever profile is active.

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 UK number (+44)
154	Customer service [<i>Please note this is a chargeable call – see Further Support below</i>]
160	Returns your US number (+1)
187	Account balance
188	Switch off SMS balance notification
189	Switch on SMS balance notification

IMPORTANT: It is essential that you use the example format below for dialling short codes as some handsets use short codes for speed dialling. Examples: *121# *133# *154#



Call History and Itemised Billing

You can access your call history and Itemised billing and other account features by logging onto your account on our website. To log-on to your account, go to our website www.worldsim.com and click Log in. Enter your user name and password.

Your user name is your UK roaming number 44724xxxxxx and your pass word is your 8 digit PUK number. This is found on the plastic card your simcard came with. If you have lost your PUK code, then please see the Further Support section below on how to contact us.

Please note that if you have not used our website previously, you may first be asked to register your sim card.

Top Up Credit

To top-up your sim card, visit our website www.worldsim.com and click on Top-Up. Select the amount you wish to top-up by and you will be guided through the payment process. Your credit is added instantly on payment provided all your credit/debit card details have been approved.

You can also set your account for Auto Top-up so you are instantly topped up when your balance falls below a limit you specify. This way you never have to worry about running out of credit.

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 (or *121# depending upon your handset model)

To control voicemail, you have these options, dial:

- 121 Access messages (plays in the order of last received)
- 122 Turns voicemail on
- 122xx Sets the time interval before voicemail starts
(12245 = if no answer, voicemail begins after 45 seconds)
- 123 Turn voicemail off
- 125 Check voicemail settings

Text Messaging

Your WORLD SIM Multi IMSI sim 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. Texts are received when sent to either your UK or US number, depending on which profile is active.

Currently texts can only be received on the US number when the SIM is in the US.



Caller ID

No caller ID will be displayed when you make a call. To subscribe to Caller Line Identity (CLI), please visit www.worldsim.com > Buy Online > Accessories

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 WORLDSIM number so you never miss a call while you are away. You can also redirect your WORLDSIM 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.worldsim.com and log in to your account. Click on 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 WorldSIM 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 United States and Italy.

The "USA Service" should be active only in the United States.

The "Prime Roaming" should be active only in Italy.

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 press the "Roaming Services" entry and select the required Profile and save. You may be required to restart your phone for the new selected profile to become active.

USA number automatically change if the USA number is not used on the USA profile within a 60 day period.



Troubleshooting

Cannot make calls

1. Check to make sure your SIM card is properly installed and your phone is unlocked.
2. Make sure you are getting a network signal.
3. If there is no coverage (network not available) yet you know mobile services exist in the area it's possible that WorldSIM 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 or when the US profile is selected.
5. Make a test call using *133# and verify you receive both a network message and a text message containing your phone number.

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 Support

WorldSIM are fully committed to providing top quality Customer Support 24 hours a day, 7 days a week. You can contact the WorldSIM customer services in one of the following ways;



Live chat facility

Available FREE 24/7 from our website www.worldsim.com



Email us at info@worldsim.com

We aim to respond within 1-3 working days



Call us on +44(0)2088192557 or by dialing 154 from your WorldSIM

Available 24/7. Please note that calling 154 from your handset will be chargeable as a call to the UK.

THANK YOU FOR CHOOSING WORLDSIM

