



How to Use Your PrePaid Roaming GlobalSIM™



BackChat
Mobile

Your phone number is
+99999999999999

**ENSURE YOU READ THE QUICK START SECTION
BEFORE DEPARTURE**

Quick Start

The enclosed SIM card connects you to our global network. It's easy to activate and use:

1. Activate your SIM card at www.backchatmobile.com.au
2. Break out the SIM card from plastic card enclosed.
3. Insert it into your phone.
4. Switch your phone on.
5. Enter your four digit PIN Code* (if requested)
6. Dial 160 to activate the USA number if required (see pg 8). You will receive a text with this temporary number.
7. Select the appropriate Roaming Profile (see page 2) for each destination
8. Make a test call before departure – **very important!**

**Please note: Your PIN and PUK codes are provided with your SIM card.*

Whenever you switch on your phone, you will be asked to enter PIN. Please be sure to enter it correctly. The service will be blocked if the PIN is entered incorrectly 3 times during log-in. You will be asked to enter the PUK if you have entered PIN incorrectly 3 times.



BackChat
Mobile

Register and Activate SIM

When you receive your SIM card you will need to register it in order for it to become active.

Just go to www.backchatmobile.com.au and click on the Activate button.

If you purchased the GlobalSIM at a store, you will first need to register your details before you activate the SIMcard.

Roaming Profiles

When you switch on your phone, you will be asked which roaming profile you want to use. Select the appropriate one:

1. **Global Roaming** – profile should be active when in all countries except the United States and Italy.
2. **USA Service** – should be active only in the United States
3. **Prime Roaming** – should be active only in Italy

Global Roaming and Prime Roaming will show the same UK outgoing Caller ID.

Ensure your phone
is unlocked.
Check with your network.



Make Calls

1. As your service is prepaid, you must have call credit on your account to make or receive calls.
2. Always dial numbers with the full international dialing code (even if you are calling within a country).

For example in Australia:

+ 6 1 2 9 1 2 3 4 5 6 7

3. GlobalSIM is a call back service. After dialing the number, there will be a slight pause as our service rings you back to connect your call. Then:
 - Answer normally
 - Ignore any error messages the phone may display during this process. Do not press your red button.

Alternative dial method if you don't receive a call back

To dial a number use the following process:

***** then the full international number **#**

For example:

*** 6 1 2 9 1 2 3 4 5 6 7 #**

Don't forget to include the hash '#' key

We recommend you save your commonly dialed numbers into your directory in this format. This is required for most **Samsungs and iPhones** if you are not using our free app.

Dialing Numbers

Always dial the full international number of the person you are calling, even if you are in the same country.

For example: Within Australia, dial +61 then the number. To dial a landline number, use the area code without the zero (0).

For example:

+ 6 1 2 9 1 2 3 4 5 6 7

To dial a mobile number just leave out the first zero (0), and you do not use an area code.

For example:

+ 6 1 4 1 2 3 4 5 6 7 8

The + symbol is used to determine the international dial code. Most phones this can be found on the 0 or * (hold down or press twice quickly).

On some handsets you may need to leave out the "+"

Always dial the full international number even for local calls.



Receiving Calls

Your new GlobalSIM has a UK-based phone number. In order for someone to call your new global number **from Australia**, the correct sequence is to dial 0011 first, followed by your number.

Your number for people to call from Australia only is:

0 0 1 1 9 9 9 9 9 9 9 9 9 9 9 9

Using SMS

Your new GlobalSIM supports standard text messaging (SMS) for incoming or outgoing messages. Keep message to 160 characters or less.

To **send an SMS** you will need to use the full international number of the person you are texting.

For example:

+ 6 1 4 1 2 3 4 5 6 7 8

Note: You need to drop the zero (0) of the mobile phone number.

People can text your number by sending it to:

+ 9 9 9 9 9 9 9 9 9 9 9 9

Voicemail

Voicemail is automatically enabled on your account. To activate your voicemail dial **1 2 2**.

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 that you have voicemail.

Retrieve your voicemail

To access all messages dial **1 2 1**. Your messages will play in order of last received. Voice prompts will guide you to skip, replay and delete messages.

Data Services

Your GlobalSIM is enabled for data. As each handset is different, please check with your user guide on how to set up your data services.

Rates can vary between countries, and also between carriers within the same country. Please check on www.backchatmobile.com.au before you leave.

Set up:

APN: mobiledata

User name: leave blank

Password: leave blank

CAUTION: Some phones are set to constantly send and receive data. We recommend you disable all data services if you do not want to incur charges.

How to Check Card Balance

Dial **1 8 7** to check your account balance or

*** 1 8 7 #**

How to Add Credit to Your Account

You can top-up in the following ways:

Go to www.backchatmobile.com.au and the 'My BackChat' tab to add credit to your account immediately

Or Dial your redemption voucher number. Credit will be added immediately.

Or Request credit be added to your account by:

Email topup@backchatmobile.com.au

Call +61 2 8014 5070

SMS +61 410 091 534

Always include your name, phone number and amount of credit you would like added. This will take up to 1 day to process.

Credits and GlobalSIM remain active for 3 months from the last use of your BackChat service

Quick Dial

- 1 0 3** Forwarding OFF
- 1 2 1** Voicemail retrieval
- 1 2 2** Voicemail ON
- 1 2 3** Voicemail OFF
- 1 2 5** Check status of features
- 1 5 4** Customer Service
- 1 8 7** Account Balance

PLEASE NOTE:
On some phones you may need to put *125*1* in front of the code and # at the end, eg *125*1*187#

USA Travel

Activate USA number

1 6 0 Activate temporary USA number – needs to be done if you are travelling to the USA. However you do not need to be called on this number, and you can remain contactable on your standard BackChat UK number.

1 7 0 Deactivate USA number

Receiving Calls

Calls can be received on either of these numbers at any time in any country, however there will be additional costs for receiving calls on the USA number.

Troubleshooting

If you are experiencing any technical difficulty, please refer to the following tips. If this does not resolve your problem, please:

Phone Customer Service at +61 2 8014 5070 or

Email support@backchatmobile.com.au or

Dial **1 5 4** from your handset or

*** 1 5 4 #**

If You Cannot Make Calls

1. Check to make sure your SIM is properly installed
2. Make sure you are getting a signal
3. If there is no coverage (network not available) and you know mobile services exist in the area, it is possible we do not have roaming agreements in that country. Please check online www.backchatmobile.com.au
4. Try the alternative dial method on page 3
5. Ensure you are dialing correctly
6. If you are asked for a 'Subsidy' or 'Restriction Code' it means your phone is locked to your mobile network



BackChat
Mobile

6-XXXX

YOUR BACKCHAT MOBILE PRE-PAID SIM CARD

Please ensure your
phone is unlocked.

By using this SIM card you are
agreeing to the terms
and conditions on
www.backchatmobile.com.au

**Your phone number is:
+ 99999999999999**

Serial Number: 99999999999999999999

CUSTOMER SERVICE

Got any questions? Visit our website at **www.backchatmobile.com.au** or call us on + **61 2 8014 5070**.

IN AN EMERGENCY ANYWHERE IN THE WORLD

DIAL 1 1 2

IMPORTANT

1. **Ensure your phone is unlocked**
2. **Activate your GlobalSIM**
3. **Always dial the full international number**
4. **Make a test call before you leave**

