

911 does not work internationally

The Emergency Service Number (Police, Ambulance, Fire Service) is **112**

### Calling the Emergency Services

To call your **Mobal European Number** from most European countries simply dial **00** followed by the rest of the phone number. (i.e. 00 44 7xxx xxxxxx)

To call your **Mobal USA Number** from the USA simply dial it in the same way you would normally dial to any other USA number.

The USA number should be useful for your friends and family back home to contact you. You could even forward calls from your US cellphone or homophone to this number so you don't miss any calls (on the other hand you may prefer not to!). The European number will be better for your local European contacts to call you on.

Your Mobal World SIM card has both a European and a USA phone number.

### Dialing to your Mobal Phone Numbers

This is a number to test that you have mastered the international dialing procedure - to call us for support you need to dial +1 212 785 5800

You can make a free phone call from your Mobal phone to our special test number +1 423 254 5831. You will hear a message to confirm that your call has connected successfully.

### Making a Free Test Call From your Phone



Thank you for choosing Mobal for your International Cellphone Service!

If you need any extra advice, please don't struggle alone. Our experienced Support Team are here to help you!

Customer Service (USA) +1 212 785 5800  
Customer Service (Europe) +44 1543 426999

[support@mobal.com](mailto:support@mobal.com)  
[www.mobal.com](http://www.mobal.com)  
[www.mobal.com/myaccount](http://www.mobal.com/myaccount)

### Lost or Stolen Phones

**You are liable for all usage charges incurred until you notify us of the loss or theft.**

It is very important that you contact us immediately on +12127855800 to request disconnection of the service. This number is available 24 hours a day, 7 days a week.

Please **DO NOT** report your phone lost or stolen by email. To ensure immediate deactivation always call +12127855800

*Please note: On most networks your call will be connected shortly after pressing the SEND key. However, there are a small number of networks that connect your calls in a different way. On these networks, after pressing the SEND key you will receive an incoming call. Just answer this call and you will be connected to the number you dialed.*



As another example, to call our Mobal office in the UK (01543 426999), from anywhere in the world, dial +, then 44 (the UK Country Code), then 1543426999 (without the leading zero), then the SEND key...



For example, to call our USA Support number (212-785-5800), from anywhere in the world, dial +, then 1 (the USA Country Code), then 2127855800, then the SEND key...

For phones where the + shares the 0 key: Simply press and hold the 0 key until the 0 changes into a +  
For phones where the + shares the \* key: Simply press the \* key twice, quickly, so that the \* changes into a +

The + represents the international dial-out code for the country you are calling from. Depending on your handset model you get the + to appear in one of two ways:



It's really easy to make calls with your Mobal Phone! All you need to do is remember the same dialing procedure, which will work no matter where you are in the world.

### Dialing from your Mobal Phone/SIM card

SP75S: 20APR15

STANDARD SIZE



## World SIM Card User Guide

*This guide contains lots of useful information. Please take your time to read through it carefully.*

### Your Mobal Cell Phone Numbers...

**USA Number:**

**European Number:**

**Your SIM Card Serial Number:**

**Your SIM PIN: 12345678**

*You can use your SIM PIN to protect your SIM card from unauthorised use. Refer to your handset's user guide for details.*

**Your PUK Code:**

*If your SIM PIN is entered incorrectly 3 times, your SIM card will become blocked and you will need to use the PUK to unblock it.*

### Important

*Your Mobal World SIM card is active. Any usage will be billed to your credit card, so please look after your SIM card and always keep it in a safe place!*

For support, email [support@mobal.com](mailto:support@mobal.com) or call **Mobal Support** on +1 212 785 5800  
*Calls to the Mobal Support number are always free of charge when called from your Mobal phone.*

Your calls are charged in full minutes. All calls are chargeable, including 'collect calls' and calls to 'toll-free' numbers. Calls to the Mobal Support number are always free of charge when called from your Mobal SIM/phone.

You can view online statements detailing the charges that we have taken, including fully itemized lists of your usage, at [www.mobal.com/myaccount](http://www.mobal.com/myaccount). Here you can also check your rates, view coverage maps, and find technical support information. Your login details were emailed to you when you ordered.

## Billing and your online 'MyAccount'

Your Mobal voicemail service is already active. To access your voicemail simply dial **605** from your Mobal phone and follow the voice prompts. There is no charge for message deposits. Listening to messages (i.e. calling 605) is charged at the standard Mobal rate. You must be in a network service area to access your voicemail and listen to messages.

## Your Mobal Voicemail Service

## SMS Text Messaging

Your Mobal phone is capable of both sending and receiving SMS text messages; no additional set up is required.

Text messages should be addressed / dialed in exactly the same way as when you make a phone call:



Text messaging can be a convenient, quick and cheap way to stay in touch, however it is important to note that texting cannot always be relied upon. Text messages can be delayed, corrupted, or sometimes not delivered at all. We recommend that if your message is urgent or critical that you always call rather than text.

Obvious though it sounds, to make or receive text messages you need to be in a coverage area, just the same when you are making or receiving calls. You need to see a network name on the screen of your phone, and have some signal strength, before you try to send a text.

If you are not receiving the text messages that people are sending you we have found that the problem usually lies with the sender of the message. If you know people are sending you text messages, but those messages are not reaching you, we recommend that the people texting you contact their own cellphone provider for further troubleshooting.

## Cellular Data

Your Mobal World SIM card is able to connect to cellular data services (Mobile Internet, email etc.). Our standard Mobal handset is not capable of data service, however you will be able to access data if you are using your Mobal World SIM card in your own data-ready device.

Setting up your device: There are just two important things you need to do to successfully connect your device to the cellular data service: 1) Turn ON Data Roaming 2) Change the Access Point Name (APN) to **openamer.com**

Obviously we cannot provide detailed information for every possible phone/device that you may use, however below are directions for some of the most commonly used:

**iPhone** - Go to Settings > General > Cellular > turn ON Data Roaming > scroll down to Cellular Data Network > APN  
**iPad** - Go to Settings > General > Cellular > turn ON Data Roaming > scroll down to Cellular Data Network > APN  
**Android** - Settings > Wireless & Network > Mobile Network > Access Point Names > New APN

Here you can add the new APN details:

Name: **Mobal**  
APN: **openamer.com**

Username and Password can be left blank

## Getting Started - Your SIM Card

Your SIM card (Subscriber Identity Module) is attached to this User Guide. You will need to remove the SIM card from the larger plastic surround and insert it into your phone. Exactly how the SIM card fits into your phone will depend on the phone you have, and you should consult your handset's user guide for more information.

The SIM card is the "brains" of your phone. It allows your handset to connect to the various networks while you travel, and contains your contacts, phone numbers etc.

Your Mobal SIM card works worldwide, however the coverage available to you is dependant on the frequencies that your handset is capable of working with. If you are using your own handset, we recommend you check that your handset has the correct frequencies for the country you are traveling to. You can find the frequencies at:

[www.mobal.com/international-cell-phones](http://www.mobal.com/international-cell-phones)

## On-screen Error Messages

If your phone shows "Insert SIM", "No SIM", "SIM Error" or a similar message then your SIM card may not have been inserted correctly.

Remove the SIM card and try again. Make sure the SIM card is the right way round, and that its metal contacts are clean.

If your SIM card is correctly inserted but you are outside of a network coverage area then your phone will display a "No Service" or "No Network Coverage" message. This is completely normal.