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World Talk & Text SIM Card User Guide

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

Your Mobal Cell Phone Number:

Your SIM Card Serial Number:

Your SIM PIN: 5555
You can use your SIM PIN to protect your SIM card from unauthorized use. Refer to your handset's user guide for details. If your SIM PIN is entered incorrectly 3 times, your SIM will become blocked and you will need to use your PUK code to unblock it. Please contact us if you need your PUK code.

Your Voicemail Retrieval Number: 901

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!

Customer Service

Email:
support@mobal.com

Phone (USA):
+1 212 785 5800

Phone (Europe):
+44 1543 426999

Website:
support.mobal.com/world3

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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!

Email: support@mobal.com
Phone (USA):   +1 212 785 5800
Phone (Europe): +44 1543 426999
Website: support.mobal.com/world3

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 SIM lost or stolen by email. To ensure immediate deactivation always call +12127855800.

Inserting Your SIM

If you have purchased a Mobal Phone, your SIM has already been pre-installed for you.

If you are using your own device, will need to remove the SIM card from the larger plastic surround and insert it into your phone. Your SIM is multi-size (Standard, Micro and Nano size) — simply press out the correct section to fit your handset. If you accidentally remove the wrong section, you can fit the sections back together again.

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.

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.

Billing and your online 'MyAccount'

Your usage charges are taken from your credit card as and when we receive the usage information from the networks.

Our credit card transactions are processed at our billing center in the UK; Prior to travel you are advised to notify your credit card company to expect charges from the UK. This can help avoid your credit card company from rejecting our charges. Your credit card statements will show the reference **"Mobal +1-212-785-5800".**

You can view online statements detailing the charges that we have taken, including fully itemized lists of your usage, at **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.

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.

Making Calls

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

```
+  >  COUNTRY CODE  >  AREA CODE (without the 0)  >  PHONE NUMBER  >  SEND
```

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:

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 **+**

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...

```
+  >  1  >  212  >  785 5800  >  SEND
```

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...

```
+  >  44  >  1543  >  426 999  >  SEND
```

Calling to your Mobal World SIM

Your Mobal World phone number is printed on the front of this user guide. It is a UK phone number. Your number never expires—it is yours for life! It will work wherever you are in the world.

To call your Mobal World Phone Number from the USA simply dial **011** followed by the rest of your phone number (ie **011 44 7xxxx xxxxxx**).

To call your Mobal World Phone Number from other countries, callers must prefix your number with the appropriate international dial out code (00 from most of Europe).

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:

```
+  >  COUNTRY CODE  >  AREA CODE (without the 0)  >  PHONE NUMBER
```

Please note that text messaging cannot be expected to be 100% reliable. 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.

Calling the Emergency Services

Dial 112 for Emergency Services worldwide.

SMS Email (M-Mail)

M-mail allows your phone to send short text messages to email addresses. You can also receive short emails on your phone.

To activate the M-mail service, so that you can send and receive emails, simply text the word "on" to 212, you only need to do this once and it is chargeable at $0.80.

Once the service is active you will receive the following text message:
"Your email service is now on and your address is +4477XXXXXXXX@mmail.co.uk"

To send an M-mail message, start your message with the email address you are sending it to. Then enter a space and type your message.

Send the completed message to 212. The message can be as long as you like but it will be broken up into 100 character parts. You will be charged $0.80 per part.

To Receive an M-mail message, the sender needs to address their email to the address you received in the text message (+4477XXXXXXXX@mmail.co.uk). Incoming messages will be broken into 100 character parts and they will be charged at $0.80 per part. You will only receive the first 100 characters, the rest will need to be retrieved manually. This prevents you from being charged for receiving a long email unnecessarily.

The title of the message will tell you how many parts there are and at the end of the message you will be offered the chance to retrieve the next part by sending a text to 212.

To Deactivate the M-mail service, just text the word "off" to 212. This is charged at $0.80.

Your Mobal Voicemail Service

Your Mobal voicemail service is already active.

To access your voicemail simply dial **901** from your Mobal phone and follow the voice prompts.

There is no charge for message deposits. Listening to messages (ie. calling 901) is charged at the rate of calling to other Mobal Worldphones. You must be in a network service area to access your voicemail and listen to messages.

To deactivate the voicemail service, simply dial **1760** and then press the "send" key.

To re-activate the voicemail service, simply dial **1780** on the Mobal phone and press the "send" key, this will re-activate the service for you.

Note that you must be in a network service area to deactivate/reactivate voicemail.

Cellular Data

To protect you from unexpected high charges, Cellular Data is permanently disabled on your Mobal World SIM. We guarantee that we will never bill you for data charges so you can never return home to bill shock!

If you have a WiFi-enabled device, you can still connect to WiFi to browse the internet, email, use social media, etc, etc.