



## Useful information



**Customer service** - Call **80404** from your handset, or **0044 208 497 9295** from any phone



**Top-up** - Call our customer service team, or top-up online



**www.traveltalksim.com** - Email: [support@traveltalksim.com](mailto:support@traveltalksim.com)



**Voicemail** - Call **802** from your handset



**Balance enquiry** - Send a blank text to **803**, call **803** from your handset or check online

## How to start



Your mobile needs to be unlocked.



Detach the **TravelTalk SIM** from the SIM card holder and insert it into your handset. You will find the PIN numbers on the SIM card holder.



Switch your handset on. If your handset requests a PIN, please key in USA PIN (when in the USA and Canada) or PIN 1 (when in all other countries).



Ensure you have network coverage.

## How to make a call

### 1. In the USA

Dial the full destination number including the international dialling code and press 

EXAMPLE: 00442084979295 or +442084979295 and 


### 2. In all other countries

Dial the full destination number including the international dialling code and press 

EXAMPLE: 00442084979295 or +442084979295 and 

Note: You will need a 3G handset in order to use this service in Canada, Japan and South Korea.

Please note that there will be a short pause without a line tone. Your phone may also (depending on the model) display an on screen message 'Please wait.' After a few seconds your handset will ring.

Once you press , you will be notified with a voice message 'Please wait while we connect your call', and you will shortly be connected to the destination number.

\* Some handsets may be incompatible with direct dialling. Should you hear the following message 'connection to this number is restricted on this phone', or experience continuous failed outgoing calls, you will need to dial using the following sequence:

**\*126\*102\* destination number**  **and** 

EXAMPLE: \*126\*102\*00442084979295  

## How to receive a call

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Answer the call exactly as you normally would do.

## Voicemail

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To listen to your messages dial **802**.

## Check your balance

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Send a blank text message to **803** and we will reply with your current balance. Alternatively you can check your balance online at [www.traveltalksim.com](http://www.traveltalksim.com).

## Top-up

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You can buy calling credit via PayPal at [www.traveltalksim.com](http://www.traveltalksim.com). It's the easiest and fastest way of topping-up.

You can also top-up by calling our support team on **0044 208 497 9295** or **80404** directly from your **Traveltalk SIM**.

Please note that the daily top-up limit is £50.






## Automatic top-up

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Automatic Top-up is a great solution if you don't want to worry about running out of credit or are travelling to a remote location with limited or no internet access. We will automatically top-up your **Traveltalk SIM** when your calling credit drops below £3.

You can set-up Automatic Top-up online via PayPal Automatic Billing facility or by calling our Customer Support Team on **0044 208 497 9295** or **80404** directly from your **Traveltalk SIM**.

If you are experiencing problems with the Traveltalk SIM, please follow the instructions below:

- Test your SIM card within the UK to check whether it is compatible with your handset.
- Make sure your phone is fully unlocked to all networks. If it has only been unlocked to specific networks, it won't pick up the local networks whilst you're abroad.
- Without switching your phone off remove the battery and replace it after a minute. Then manually select the phone's service provider via the menu options. Check all the networks we support at [www.traveltalksim.com](http://www.traveltalksim.com)
- Ensure you're dialling correctly, including the international dialling code (preceding with '00' or '+'). You will need to do this even if you're in the UK and calling UK numbers.
- Remember to wait for the phone to ring back after dialling the number and answer it by pressing . Some handsets might require you dial a prefix number before calling your destination number:  
**\*126\*102\* destination number in full format**  
- If the SIM is still not working properly please test it from another unlocked phone.
- If the problems with calling persist, please dial the following sequence of numbers, so our operations department will be able to analyse your call and establish what the issue is: dial **0044 208 497 9295**; or if this fails, dial **\*126\*102\*00442084979295**  . Please note the time of the test call.
- If your SIM has worked successfully in the past, it is most likely that any problems are related to handset / settings / network issues, not the SIM itself.

E-mail Traveltalk Support on [support@traveltalksim.com](mailto:support@traveltalksim.com) providing recent specific call details to assist further troubleshooting:

1. Your **Traveltalk SIM** number.
2. Destination number.
3. Network selected by **Traveltalk SIM**.
4. Precise time & date & time zone of outgoing call.
5. Problem occurring.
6. Do you have problems receiving a call?
7. What do you hear/see on the screen when attempting to make a call?
8. Current location of roaming SIM, including the country & the city.
9. Make & model of your handset.