



# Global Premium Mobile User Guide

## How to make a call

**1. Enter '+' (hold down the + key until you see a + on your screen).**

Start dialing the number with the '+' for all calls.

**2. Enter the country code, area code (without the leading 0) and phone number.**

44 for the UK, 49 for Germany, 353 for Ireland, etc.

**3. Press the call key or similar.**

Ignore any messages shown on your screen such as 'Call barred; Call blocked; Not allowed' or similar. You will be disconnected for 10-30 seconds then your phone will call back.

**4. Answer the call normally.**

Your call will be connected after a few seconds.

**5. Hang up once you finish the call.**

## Recharge minutes anywhere, anytime

- Online: Go to [www.ekit.com/mobile](http://www.ekit.com/mobile)
- Dial 154 from your mobile phone (call charges may apply) or
- From a landline or payphone dial the toll-free number of the country you are calling from and follow the voice prompts:

Australia	1-800-795-252	Italy	800-987-324
Austria	0800-677-750	Netherlands	0800-023-3597
France	0805-113-721	Spain	800-098-936
Germany	0800-000-6484	Switzerland	0800-834-578
Greece	00800-127-115	United Kingdom	0800-376-2370
Ireland	1-800-932-275	United States	1-888-513-8804



## How to contact me while I'm away

**My Mobile number is:**

**1. Dial toll free from a landline or payphone:**

**UK** 0808-234-7418  
**France** 0805-101-177  
**Germany** 0800-000-6485

**2. Listen to the voice prompts and enter my Mobile number.**

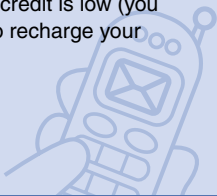
Or you can call me direct:\*

From the **UK / Europe** dial 00 before my Mobile number

\* International call charges apply.

## Text Messages

- The destination number should be entered as described on the 'How to make a call' section, always starting with the + sign.
- If your phone displays "Message not sent", either the destination number cannot be reached or your calling credit is low (you may need to recharge your account).



Keep your  
local SIM card  
here while you  
use your  
SIM



## Easy dial numbers

**121** - Voicemail\*

**154** - Recharge\*

**187** - Balance enquiry

\* A per minute rate may apply from some countries.

## Handy Hints

If you hear a message the call cannot be completed, or if the phone does not ring back, you may have to place calls via the menu. **Please follow the instructions below:**

1. Go to the Menu section of your mobile phone
2. Select the option "Services" (It may be located under "Extras", "Options", "Tools" or similar)
3. Select the option "Callback", and then "Manual number"
4. Enter the phone number as described on the "How to make a call" section and click on "OK" or similar
5. Ignore any messaging that may appear on the screen
6. Your phone will ring back and your call will be connected

For more information please visit the Help/FAQs section at  
[www.ekit.com/mobile](http://www.ekit.com/mobile)

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## How to contact me while I'm away

I can receive calls toll-free for up to 45 minutes only. After that, you can either call me direct (see over) or you can still call me toll-free to send me a free text message notification with your phone number so I can call you back!

If you want to **buy me some minutes** to call you back, just go to [www.ekit.com/mobile](http://www.ekit.com/mobile) and click on 'Recharge minutes'!

**Remember my Mobile number is:**

