



Mobile User Guide



How to make a call

It's a little different from normal calling but so easy!

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 and phone number.

Country code for the US is 1. Example: +12133375555

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.rechargeminutes.com
- Dial 191 from your mobile phone 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:

In the US & Canada dial **1-866-305-6462**

2. Listen to the voice prompts and enter my mobile number.

Or you can call me direct:*

From the **US / Canada** dial 011 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).
- Text messages should be no longer than 160 characters.



Easy dial numbers

121 - Voicemail[†]

187 - Account Balance

154 - Customer Service[†]

191 - Recharge Minutes

[†] A per minute rate applies.

Handy Hints

- **When making calls always make sure the + sign is entered before the number (refer to point 1 under the 'How to make a call' section).**
- When calling to or within a country always dial the country code. (i.e. 1 for the US & Canada, 61 for Australia, 44 for the UK, etc.)
- **If your mobile does not ring back when you are making a call, repeat steps 1–4 in the 'Making calls' section.**
- You can always contact 24/7 Customer Service from a landline or payphone if you need assistance.

For more information, please visit the **My Service** section when you sign in at www.rechargeminutes.com

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Buy me some minutes!

You can buy me some minutes so I can make and receive more calls!

Just go to www.rechargeminutes.com

Remember my mobile number is:

