



## WELCOME TO EKIT SIMple Calling

For SIMple Calling to function properly, please ensure your mobile phone is unlocked. When you originally purchased your phone from your mobile network operator, it's possible that your operator may have "locked" your mobile to prevent its use with other mobile operators' SIM cards. If this is the case, please call your phone vendor and request an "unlock code". They may unlock the phone but there may be conditions or a cost to you associated with this. They will advise you.

### QUICK START

You must activate your SIMple Calling to start using the service. Simply follow the instructions below and you will be up and running in no time! Please go to [www.simplecalling.com](http://www.simplecalling.com) to activate your account, so you can start using the service.

1. Go to [www.simplecalling.com](http://www.simplecalling.com) and follow the instructions to activate your account
2. Break out the Ekit SIMple Calling SIM Card from the plastic card
2. Then insert this SIM Card in your phone.
3. Make sure your phone battery has been charged
4. Switch your phone on
5. Enter the four-digit PIN Code\*
6. You are ready to make calls

Visit [www.simplecalling.com](http://www.simplecalling.com) and sign-in with your SIMple Calling number and PIN. You will then be able to recharge minutes, edit your account details and settings, check your account history (calling history), and find out more about you're the service.

\*Your PIN code is a four-digit code located on your SIMple Calling SIM card. Whenever you switch your phone on, you will be asked to enter this number. If you enter your PIN incorrectly 3 times your phone will be blocked. You must then enter the PUK to unblock it.

## MAKING CALLS

### Local calls in the US & Canada:

- Dial the country code (1 for the US & Canada), area code and phone number.

*Example: To call (213) 337-5555 in the US you need to dial 12133375555.*

### International calls:

- Dial the country code (61 for Australia, 44 for the UK, 49 for Germany, 33 for France, etc), area code (without the leading 0) and phone number you wish to call.

*Example: To call 03-9010-0225 in Australia you need to dial 61390100225.*

*Hot Tip: If you are calling to a mobile phone number outside the US/Canada you must drop the leading zero. For example, you should dial 61405123456 to a mobile number in Australia if the number was 0405 123 456. The same format applies to mobile numbers in the UK and most European countries, using the respective country code.*

## RECEIVING CALLS

Your SIMple Calling number is a US-based phone number. Give this number to anyone you wish to contact you. When the phone rings, just answer it normally.

Family and friends can call you for **FREE!**\*

1. They need to dial the toll-free number for the country they are calling from:

<b>USA: 1-866-305-6462</b>	Canada: 1-866-305-6462
United Kingdom: 0808-234-7418	Germany: 0800-000-6485
Australia: 1-800-261-038	France: 0805-101-177

2. And simply enter your SIMple Calling number.

From all other countries, they need to dial the international direct dialing prefix for the country they are calling from followed by your mobile number. For example, from Australia, dial 0011 followed by your number, from the UK or Europe, dial 00 followed by your number. International rates apply for the caller.

\* A per minute surcharge applies to your SIMple Calling account when this feature is used.

## RECHARGE MINUTES

**1. Online:** Go to [www.simplecalling.com](http://www.simplecalling.com) and recharge your account.

**2. Toll free numbers:** Dial toll-free from a landline or payphone only and follow the voice prompts for our **self-service recharge menu**. It is quick and simple to use.

USA/Canada	<b>1-888-513-8804</b>	Greece	00800-127-115
United Kingdom	0800-376-2370	Hungary	06800-17053
Ireland	1800-932-275	Italy	800-987-324
Australia	1-800-795-252	Mexico	01800-088-5000
New Zealand	0800-447-870	Netherlands	0800-023-3597
Austria	0800-677-750	Portugal	800-812-993
France	0805-113-721	Spain	800-098-936
Germany	0800-000-6484	Switzerland	0800-834-578

**3. Direct from your mobile:** Dial **191** from your SIMple Calling and simply follow the prompts.

## VOICEMAIL

Voicemail is automatically enabled on your account. A caller will be directed to Voicemail if you don't answer the call, if your phone is busy or switched off. You will be sent a text message indicating the presence of each Voicemail.

To retrieve your Voicemail messages, dial **121** and follow the voice prompts.

## TEXT MESSAGES

SIMple Calling supports standard text messaging (SMS). Follow the instructions in the user manual of your phone to send and receive text messages. The numbers should be composed as described on the "Making calls" section.

**Note: There are currently restrictions in place on receiving international text messages while in the USA. You can send international text messages however you cannot receive them. These restrictions do not affect domestic text messaging in the USA.**

## EASYDIAL NUMBERS

121 – Voicemail*	187 – Account Balance
154 – Customer Service*	191 – Recharge Minutes
732 - To record or change your Voicemail greeting message	

\* A per minute rate applies.

## SPECIAL FEATURES

### TOLL-FREE FORWARDING:

Toll-free forwarding lets your family and friends call you at no charge to themselves. Your SIMple Calling comes with this feature already enabled. You will be charged a per minute surcharge (in addition to the incoming call rate) to receive calls using this feature.

- To disable, dial **282** and press the call, send or OK key (ignoring any messages on the screen)
- To enable, dial **373** and press the call, send or OK key (ignoring any messages on the screen)

You will receive a message saying Toll-Free Forwarding is either enabled or disabled.

You can also enable or disable this feature when you sign in with your SIMple Calling number at **[www.simplecalling.com](http://www.simplecalling.com)**

### AUTO-RECHARGE:

Auto-recharge automatically recharges your account with USD\$30 when your balance falls below USD\$5. The automatic recharge is instantaneous and you receive a text message when it occurs.

- To enable, dial **171** and press the call, send or OK key (ignoring any messages on the screen).
- To disable, dial **393** and press the call, send or OK key (ignoring any messages on the screen).

You will receive a message saying Auto-Recharge is either enabled or disabled.

You can enable or disable Auto-recharge at any time by signing into your account online or by calling Customer Service. You can also change the minimum balance and the recharge amount.

### CALL FORWARDING:

Calls to your SIMple Calling number may be forwarded to any other number. You will be charged the standard rate, depending on whether the call is forwarded to a landline or a mobile/cell phone.

- To enable, dial **102** followed by the country code and number you wish to forward to, then press the call, send or OK key (ignoring any messages on the screen).
- To disable, dial **103**, then press the call, send or OK key (ignoring any messages on the screen).

## **TROUBLESHOOTING**

If you are experiencing any technical difficulties, please refer to the following tips.

### **FINDING A NETWORK:**

If you experience any difficulties finding a network, try the following:

1. Go to Menu and select the option "Settings" or similar.
2. Select "Network settings" or similar.
3. Select "Select network" or similar.
4. Select the option "Choose Networks Manually" or "Available Networks" or similar and wait until a list of available networks is displayed.
5. Select a network from the list available on the screen.

Please check your handset manual for further information about selecting networks.

### **CANNOT MAKE CALLS:**

1. Check to make sure your SIM is properly installed
2. Make sure you are getting a signal
3. If there is no coverage (network not available), yet you know mobile services exists in the area, it is possible that there is no GSM coverage in that area. Currently we offer a combined T-Mobile and AT&T coverage (the largest GSM network operators in the USA).