



iPhone & iPad
Compatible

How to Use Your PrePaid Roaming GlobalSIM™

1. Quick Start



The enclosed GlobalSIM connects you to our global networks. It's easy to activate and use:

- 1.** Activate your GlobalSIM at www.backchatmobile.com.au
- 2.** Break out the SIM card from plastic card enclosed.
- 3.** Insert it into your phone and switch on
- 4.** Dial 160 to activate the USA profile if required (see #15) if travelling or in USA or Canada
- 5.** Select the appropriate Roaming Profile (see #3) for each destination
- 6.** Make a test call before departure – ***very important!***



BackChat
Mobile

2. Register and Activate SIM



When you receive your GlobalSIM you will need to register it in order for it to become active and **generate your phone number**. Just go to www.backchatmobile.com.au and click on the Activate button.

If you purchased the GlobalSIM at a store, you will first need to register your details before you activate the SIMcard.

3. Roaming Profiles



Each time you switch on your phone, you should be asked which roaming profile you want to use. Select the appropriate one:

1. **Global Roaming** – profile should be active when in all countries except the countries mentioned below:
2. **USA Service** – should be active only in the United States & Canada.
3. **Prime Roaming** – should be active only in Italy and UK.

If no profiles show, dial **#988** – *important!*

4. Make Calls



1. As your service is prepaid, you must have call credit on your account to make or receive calls.
2. Always dial numbers with the full international dialing code (even if you are calling within a country).

For example in Australia:

+ 6 1 2 9 1 2 3 4 5 6 7

3. GlobalSIM is a call back service. After dialing the number, there will be a slight pause as our service rings you back to connect your call. Then:
 - Answer normally
 - Ignore any error messages the phone may display during this process. Do not press your red button.

5. Recommended dial method

(or if you don't receive a call back)



To dial a number use the following process:

+ then the full international number **#**

For example:

+ 6 1 2 9 1 2 3 4 5 6 7 #

Don't forget to include the hash '#' key

We recommend you save your commonly dialed numbers into your directory in this format. This method is required for some **Samsungs, Telstra-branded phones and older mobiles**.

Ensure your phone
is unlocked.
Check with your network.



6. Dialing Numbers



Always dial the full international number of the person you are calling, even if you are in the same country.

For example: Within Australia, dial +61 then the number.

To dial a landline number, use the area code without the zero (0).

For example:

+ 6 1 2 9 1 2 3 4 5 6 7

To dial a mobile number just leave out the first zero (0), and you do not use an area code.

For example:

+ 6 1 4 1 2 3 4 5 6 7 8

The + symbol is used to determine the international dial code. Most phones this can be found on the 0 or * (hold down or press twice quickly).

Never dial "0011".

Always dial the full international number even for local calls.



7. Receiving Calls / How People Call You



Your new GlobalSIM has a UK-based phone number.

In order for someone to call your new global number **from Australia**, the correct sequence is to dial 0011 first, followed by your number.

For example (from Australia only):

0 0 1 1 4 4 7 8 7 x x x x x x x

Never dial "0011" FROM a BackChat GlobalSIM.

8. Using SMS



Your new GlobalSIM supports standard text messaging (SMS) for incoming or outgoing messages. You need to have selected a roaming profile (#3) for SMS to work.

To **send an SMS** you will need to use the full international number of the person you are texting, including the "+".

For example:

+ 6 1 4 1 2 3 4 5 6 7 8

Note: You need to drop the zero (0) of the mobile phone number.

People can text your number by sending it to:

+ 4 4 7 8 7 x x x x x x x

9. Voicemail



Voicemail is automatically enabled on your account. An inbound caller will be directed to voicemail if you don't answer within 30 seconds or if your phone is switched off. You will be sent a text message indicating that you have voicemail.

10. Retrieve your voicemail



To access all messages dial ***121#**. Your messages will play in order of last received. Voice prompts will guide you to skip, replay and delete messages.

11. Data Services



Your GlobalSIM is enabled for data. As each handset is different, please check with your user guide on how to set up your data services.

Rates vary between countries. Please check on www.backchatmobile.com.au/data before you leave.

Set up:

APN: mobiledata

User name: leave blank

Password: leave blank

CAUTION: Some phones are set to constantly send and receive data. We recommend you disable all data services if you do not want to incur charges.

12. Troubleshooting



If you are experiencing any technical difficulty, please refer to the following tips. If this does not resolve your problem, please:

Phone Customer Service at +61 2 8014 5070 or

Email support@backchatmobile.com.au or

Dial ***154#** from your handset

13. If You 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) and you know mobile services exist in the area, it is possible we do not have roaming agreements in that country. Please check online www.backchatmobile.com.au
4. Try the alternative dial method (see #5)
5. Ensure you are dialing correctly
6. If you are asked for a 'Subsidy' or 'Restriction Code' it means your phone is still locked to your mobile network

14. Quick Dial



- *103# Forwarding OFF
- *121# Voicemail retrieval
- *122# Voicemail ON
- *123# Voicemail OFF
- *125# Check status of features
- *154# Customer Service
- *187# Account Balance

15. USA & Canada Travel



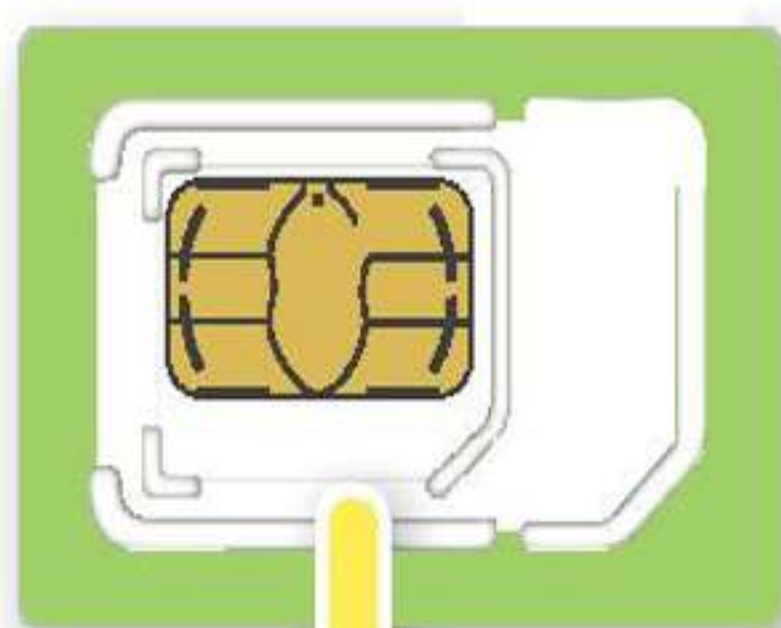
Activate USA number

160 While on Global Profile activate temporary USA number – needs to be done if you are travelling to the USA or Canada. However you do not need to be called on this number, and you can remain contactable on your standard BackChat UK number. Remember to select USA Profile (see #3) to get the lowest call rates.

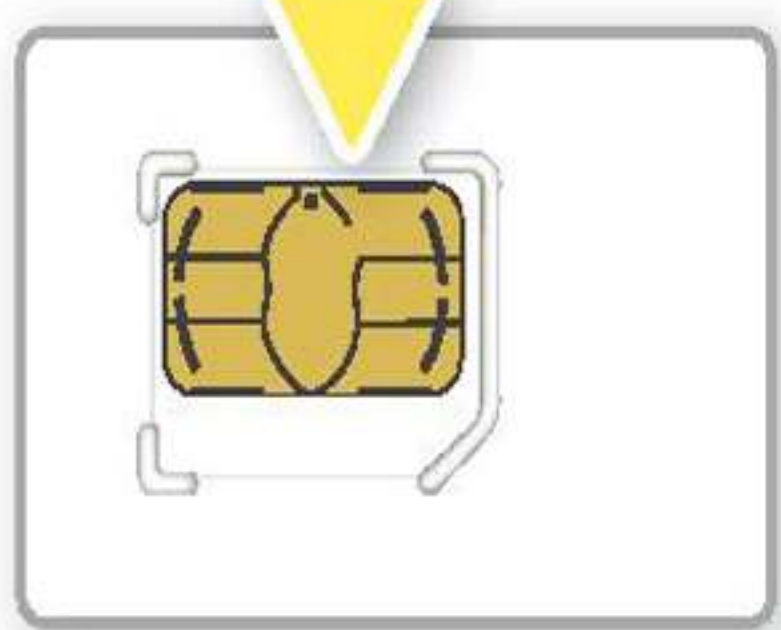
Receiving Calls

Calls can be received on either of these numbers at any time in any country, however there will be additional costs for receiving calls on the USA number.

Push out the correct size
GlobalSIM



Regular SIM



Micro SIM

16. How to Check Card Balance



Dial ***187#** to check your account balance

17. How to Add Credit to Your Account



You can top-up in the following ways:

Go to www.backchatmobile.com.au and the 'My BackChat' tab to add credit to your account immediately

Or Dial your Top-Up voucher redemption number directly into your mobile. Credit will be added immediately.

Or Request credit be added to your account by:

Email topup@backchatmobile.com.au

Call +61 2 8014 5070

SMS +61 410 387 061

Always include your name, phone number and amount of credit you would like added. This will take up to 1 day to process.

Credits and GlobalSIM remain active for 12 months from the last use of your BackChat service.

CUSTOMER SERVICE

Got any questions? Visit our website at **www.backchatmobile.com.au** or call us on + **61 2 8014 5070**.

**IN AN EMERGENCY ANYWHERE
IN THE WORLD DIAL **1 1 2****

IMPORTANT

- 1. Ensure your phone is unlocked**
- 2. Activate your GlobalSIM**
- 3. Select the roaming profile**
- 4. Always dial the full international number**
- 5. Make a test call before you leave**