US SIMPLE CALLING
USER GUIDE

Making a Call in the United States or Canada

Step 1. Activate US Calling (if you haven’t already done so) in one of three ways:

- Visit www.simplecalling.com, click on ‘Activate US Calling’ and follow the prompts.
- Dial the following toll free number of the country you are calling from (using a landline or payphone), and follow the voice prompts:
  - US & Canada: 1-888-513-8804
  - UK: 0800-376-2370
  - Australia: 1800-795-252
  - Germany: 0800-000-6484

Once you have activated the service your US number will be sent to you by text message and will also show in your online account.

Step 2. Turn your phone on and when prompted for the PIN, enter the 4 digit PIN and press OK.

Step 3. Enter * followed by the country code (1 for the US & Canada, 44 for the UK, 61 for Australia, etc), area code and phone number.

Example: To call (213) 337-5555 in the US you need to dial +1213375555

You must dial the country code even if you are making a local or national call and drop the leading zero if the number you are calling has one.

Do not dial the international prefix of the country you wish to call - it is not required.

Step 4. Press the call key. The call will be connected normally.

Making a Call in Europe or the Rest of the World

Step 1. Turn your phone on and when prompted for the PIN, enter 2 followed by the 4 digit PIN and press OK.

Step 2. Enter * followed by the country code (1 for the US & Canada, 44 for the UK, 61 for Australia, etc), area code and phone number.

Example: To call (213) 337-5555 to the US you need to dial +1213375555

Step 3. Press the call key and please wait. Ignore any messages shown on your screen. You will be disconnected for 10 to 30 seconds, and then your phone will call back.

Step 4. Answer the call normally. Your call will be connected after a few seconds.

Easy Dial Numbers

- 121 - Voicemail
- 187 - Account Balance
- 154 - Customer Service
- 191 - Recharge Minutes
- 870 - Activate US Service and Get US Number
- 171 - Enable Auto Recharge
- 466 - Enable Automatic Travel Journal Mapping
- 469 - Disable Automatic Travel Journal Mapping
- 8888 - Create an Entry in your Online Travel Journal for Family and Friends
- 8555 - Create a Public Entry in your Online Travel Journal

Handy Hints

- When calling to or within a country always dial the country code (i.e. +1 for the US & Canada, +44 for the UK, +61 for Australia).

- If you are trying to make a call outside the United States & Canada, and the call back does not occur or if you hear a message saying the call cannot be completed, please do the following:
  - Dial *126* followed by the country code (1 for the United States), area code and phone number, followed by #

  Example: To call (213) 337-5555 to the US you need to dial *126*1213375555#

- In the case of emergencies (Ambulance, Fire or Police) dial 112 to be connected to the local emergency services.

For more Handy Hints, please visit www.simplecalling.com, sign in and click on My Service (under My Account).

Online Travel Journal

You will receive a free online automatically updated record of your trip.

To create your own entries and customize your Travel Journal whilst you are traveling:

- Compose a text message and send it to the Easy Dial number 8888 or 8555.

- Take a photo with your phone and send it via MMS to the Easy Dial number 8888 or 8555. Refer to your detailed user booklet on how to configure MMS on your phone.

Alternatively sign in online when you get home or while traveling, and customize your Travel Journal using our user friendly web tools.

Online Travel Journal

- 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
  - Ireland: 1-800-932-275
  - Austria: 0800-677-750
  - Italy: 800-987-324
  - Canada: 1-888-513-8804
  - Netherlands: 0800-023-3597
  - France: 0805-113-721
  - Spain: 800-098-936
  - Germany: 0800-000-6484
  - United Kingdom: 0800-376-2370
  - Greece: 00800-127-115
  - US States & Canada: 1-888-513-8804

Recharge minutes anywhere, anytime

- Online: Go to www.simplecalling.com or
- Dial 191 from your phone or
- From a landline or payphone dial the toll-free number of the country you are calling from and follow the voice prompts.

- Press the call key. The call will be connected normally.

- You will receive an automated message saying your call has been completed.

- To create a public entry in your Online Travel Journal, sign in and click on My Service (under My Account).

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Your Global +44 service is automatically activated for you.

* If the call back does not happen, please refer to the Handy Hints on the back.