



Inserting your SIM card

The SIM card insertion point will vary depending on the make and model of your mobile phone. Please refer to your user manual for details. When the card is inserted into the mobile phone, the gold disc on the SIM must make contact with the connectors inside the phone.

You are ready to go SIMSmart as soon as you arrive at your travel destination.

Making calls

To make a domestic call

Dial CITY/AREA CODE then the PHONE NUMBER and activate the call.

To make an international call

Enter the + sign on your keypad.

This will automatically enter the required international access code for whichever country you are in. (e.g 00 from within the UK).

Dial COUNTRY CODE then CITY/AREA CODE then the PHONE NUMBER and activate the call.

(COUNTRY CODES are listed to the right of this page. The CITY/AREA code of most countries outside of North America begins with 0. This 0 should always be omitted when dialing).

E.g. When calling the US
214 355 5200 would become
+1 214 355 5200

Locked handsets

Some GSM phones are 'SIM locked', restricting the use of SIM cards to a single network. If your phone is locked, an 'Insert SIM' message may appear even after you have correctly inserted the SIMSmart card. To rent an unlocked handset, please contact Cellhire.

Phone / SIM language

Most handsets are pre-set to automatically select the language of the SIM card. Activating your desired language before you insert your SIMSmart card will ensure that your phone display is not affected.

Please refer to your user manual for details of how to change your handset language.

Phone book contacts

Contacts in your own phone book are stored on either the phone or SIM memory. To ensure you have access to all of your contacts whilst using your SIMSmart card, copy all contacts to your phone memory and activate the phone memory on your handset.

Please refer to your user manual for details of how to copy contacts and select your phone memory.

International country codes

| | |
|---------------------|-----|
| Australia | 61 |
| Austria | 43 |
| Belgium | 32 |
| Brazil | 55 |
| Canada | 1 |
| China | 86 |
| Finland | 358 |
| France | 33 |
| Germany | 49 |
| Greece | 30 |
| Hong Kong | 852 |
| Italy | 39 |
| Japan | 81 |
| Netherlands | 31 |
| Norway | 47 |
| Portugal | 351 |
| Russia | 7 |
| South Africa | 27 |
| Spain | 34 |
| Sweden | 46 |
| Switzerland | 41 |
| Taiwan | 886 |
| UK | 44 |
| US | 1 |

Your Cellhire SIM is activated and ready for insertion into your mobile phone.

Retrieving your VoiceMail messages:**When in South Africa:**

Dial 100 then send the call.

Press 1 to listen to your messages

When outside South Africa:

Enter the + sign on your keypad then dial: 27 83 100 0000.

When prompted, enter your mailbox number (the last 9 digits of your South African number), followed by #. Enter your passcode (1020). You can then listen to your messages by pressing 1.

Additional Information

For further information, please visit www.cellhire.com and click support.

Cellhire has pre-arranged procedures to collect your equipment, simply follow the instructions below.

Step 1: Place your equipment or SIM card in the enclosed return bag. Be sure to use the bubble-wrap that was sent with the equipment.

Step 2: Take note of your FedEx tracking number displayed at the beginning of this instruction booklet with your Cellhire number.

Step 3: Call FedEx at 1 800 GO FEDEX or 1 800 463 3339 and request pickup. If you are staying in a hotel, please ask the front desk or concierge to arrange FedEx pickup.

Please note: The customer is responsible for the equipment until FedEx scans the package. If the FedEx Representative asks you for an account number, simply tell them that you are returning the package via a Billable Stamp.

Please return your equipment from the US. Any international shipments billed to Cellhire's account will be subject to a collection fee.

Please note that Saturday pickups are subject to a \$10.00 fee.

Your FedEx tracking number is displayed at the beginning of this instruction booklet with your Cellhire number.

Important: The equipment is the customer's responsibility until it is scanned and collected by the courier. Any lost package without proof of courier collection is the sole responsibility of the customer and will liable for charges.

Lost / stolen equipment

If your equipment is lost or stolen you must call Cellhire immediately on the number shown below. All equipment and calls made are the responsibility of the customer until the theft / loss is reported to Cellhire.

24 Hour Global Support

| | |
|----------------|----------------------|
| International: | +1 214 355 5200 |
| US toll free*: | 1 888 476 7368 |
| E-mail: | support@cellhire.com |

*From a US landline only

For on-line support, please visit www.cellhire.com and click support.

Thank you for renting from Cellhire.