

KING OF SIM CARD

User Guide

♠ Content

Quick Start	2
Making Calls	3
Receiving Calls	
Check Account Balance	
Recharging Your Account	
Viewing Your Statement Online	4-5
Using Voicemail	
Text Messages	5
Call Forward	
Troubleshooting	6
Special Features	7
Service Life	
Where Does It Work?	
Help	8
Quick Access	

♠ Welcome

Welcome to King of SIM Card, a revolutionary global service for GSM mobile phones. King of SIM Card is designed to dramatically reduce your roaming costs and simplify your communications.

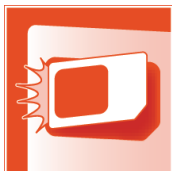
For King of SIM Card to function properly, please ensure your mobile phone is unlocked.

When you originally purchased your phone from your mobile telecom 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 mobile operator and request an "unlock code." They are obliged to unlock the phone but there may be conditions or a cost to you associated with this.

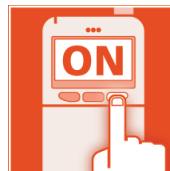
♠ Quick Start

The enclosed SIM Card connects you to the King of SIM Global Network.



1

Detach the King of SIM Card from the plastic card



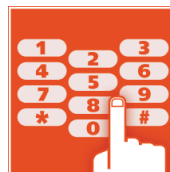
4

Switch on your phone



2

Then insert this SIM Card into your mobile phone



5

Enter your four-digit PIN Code*



3

Charge your battery



6

Make your call

***Note:** Your PIN code is a four-digit code located on the PIN/PUK information card that accompanies your King of SIM Card. Whenever you power your phone on, you will be asked to enter this number. Please enter the PIN correctly. The service will be blocked if the PIN is entered incorrectly 3 times during log-in. In the case of you having to re-set your PIN (e.g. due to having forgotten your PIN), enter the PUK code and then your new PIN.

Changing or disabling the PIN has no connection with the website login. Similarly, you can change the password on the website and it will not change the PIN on the phone.

♠ Making Calls

- 1 If your King of SIM Card service is prepay, you must have call credit on your account to make calls.
- 2 Always dial numbers with the full international dialling code even if you are calling within the country. (For example if dialling London 0207 123 4567 would become 44 207 123 4567).
***Note:** You do not have to dial "+" before dialling the phone number.
- 3 After dialling the number, there will be a slight pause, as King of SIM Card service rings you back to connect your call. Answer the call and you will be connected to the number you dialed. **It is important that you ignore any messages the phone may display during this process.**

♠ Receiving Calls

Your King of SIM Card number is a UK-based phone number for people to use to call you*.

***Note:** In order for someone to call your King of SIM Card number from other countries, the correct sequence is to dial 00 first (or whatever IDD prefix code of your IDD service provider), followed by the country code with your number behind (00 44 7624 xxxxxx).

♠ Check Account Balance

For prepay accounts, dial "**187**" to check your account balance. After each call, the system will notify you of the most recent call cost and your remaining account balance.

♠ Recharging Your Account (adding credit)

If you are a prepay user, you can purchase additional credit from the agent who sold you the King of SIM Card. Alternatively, you can purchase additional credit online, please visit www.caLL28.com.

♠ Viewing Your Statement Online

Telewise provides a Web interface, which allows you to view your call details and billing records. Go to www.caLL28.com and login. Your User Name and Password have been provided with the SIM Card package (**Note: the default User Name is your King of SIM Card UK mobile number without the "+" sign and with no space. And your default password is the four-digit PIN code.)**

If you have lost your login information, or you are experiencing troubles logging on to your account, please contact Customer Service: **you can call 154**, or send an e-mail to cs@call28.com, please be aware that there are charges if you dial "154".

♠ Using 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 the presence of each Voicemail.

To retrieve Voicemail, you have three options:

- 1 Individual Message Access:** Simply reply to the text message indicating a Voicemail has arrived and press send. The Voicemail system will call you back and play that message
- 2 General Access:** To access all messages, dial "121." Your messages will play in order of last received. Voice prompts will guide you to skip, replay, save and delete messages.
- 3 Online Access:** Use your login to access your personal account at www.caLL28.com (**Note: Please refer to "Viewing Your Statement Online" for login details**). Select the "Profile" tab and click "Incoming Calls." Look for the Voicemail section. For any Voicemail which is present, clicking "Play" will open your media player and the message will automatically play.

Note: Voicemail will be stored on the King of SIM Global Network system for a maximum of 90 days before it is automatically deleted. If you choose to save a message, it will be saved for 90 days and then deleted.

To control Voicemail, you have these options:

- 121*** Access Messages (plays in the order of last received)
- 122** Turn Voicemail On
- 122xx** Set the time interval before Voicemail starts; e.g. 12245 = if no answer, Voicemail begins after **45** seconds. (default is 30 sec)
- 123** Turn Voicemail off (disable)
- 125** Check Settings (indicates your Voicemail settings)

***Note:** Please be aware that there are charges if you dial "121".

♠ Text Messages

King of SIM Card supports standard text messaging (SMS) for incoming and outgoing, messages.



♠ Call Forward

King of Sim Card can transfer all of your calls to any number you want; in order to activate this function, simply dial the quick access number **102** first, then immediately dial the number, which calls are to be forwarded to, with the full country code and area code as below:



(For example, to forward calls to 0207 123 4567, dial 102442071234567 followed by SEND)

To deactivate this function, just simply dial the quick access number **103**.

Troubleshooting

If you are experiencing any technical difficulties, please follow the troubleshooting guides below. If this does not resolve your problem, please contact Customer Service (see **Help** below:)

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), but you know mobile services exists in the area, it is possible that King of SIM Card is not applicable for roaming in that country. Please check coverage online www.caLL28.com.
- 4** If you are a prepay user, make sure you have credit in your account allowing you to make calls.

Note: King of SIM Card is not compatible with all mobile phones. Please consult our authorised dealers or travel agents, or visit our website www.caLL28.com to get the full list of compatible mobile phones.

Call Quality Issues:

If the quality of your call is bad, ensure you have a proper signal. If you have good signal, the line maybe at fault. Please hang up and redial. If that does not resolve the problem, please alert Customer Service (dial 154*).

Cannot Access Voicemail:

Go to the Voicemail section and try all methods to access your Voicemail. If that does not resolve the problem, please alert Customer Service (dial 154*).

Cannot recharge my Prepay Account:

If you are using a prepay card's recharge / top-up code, make sure you are entering the proper number. Make sure you are sending that code to the Top up number stored on your King of SIM Card.

***Note:** Please be aware that there are charges if you dial "154" for Customer Service, you can also send an e-mail to cs@call28.com.

♠ Special Features

Call Recording:

- 1** To record any of your calls, press # * 1
- 2** To turn the recording function off, press # * 2

To listen to any recorded call:

Go online to: www.caLL28.com and login (Please refer to "Viewing Your Statement Online" for login details). Navigate to the "Billing " section and look at your calls' details. Find the call that was made and you will see a "cassette" icon. Click on the icon and your media player will open and the recording will start. Your PC must be set up with speakers or a headphone to listen to the recording.

Conference Calling:

With King of SIM Card, you may turn any call into a Conference Call. Once you have the first person on the line, simply dial # * 3. You will hear a voice prompt. Then dial the number you want with "#" at the end. Within moments, that person will be added to your conference call. Repeat this sequence to add additional parties to the conference.

♠ Service Life

Both Prepay and Standard cards have a fixed service life of six months. However, it may be possible to extend this for an additional year by paying a renewal fee. Please contact your retailer, agent or Telewise for additional details.

♠ Where Does It Work?

For a complete list of countries where King of SIM Card is supported, please refer to our website at: www.caLL28.com.

Help

Telewise is committed to providing the finest customer service possible. Currently, Customer Service is available during day-time hours only in the UK from 9:00 am - 5:00 pm. We gladly accept phone calls; however for hours we are not available, we ask that you send an email indicating the nature of the problem. We will promptly contact you at our first opportunity.

In the near future, we anticipate extending Customer Service hours to 24 hours a day, available to anyone anywhere in the world.

Contact Customer Service:

By Phone: (44) 161 487 4929 **By Email:** sim@caLL28.com
(852) 3526 1896

Please visit our website www.caLL28.com for additional information.

Quick Access

- 102 - Activate call forward
- 103 - Deactivate call forward
- 121* - Voicemail retrieval
- 122 - Voicemail ON
- 123 - Voicemail OFF
- 133 - Check your UK mobile No.
- 125 - Check status of features
- 154* - Customer service
- 187 - Check account balance

***Note:** Please be aware that there are charges if you dial "154" and "121".