



User Guide

First things first

Mobile number / Username

PIN (Personal Identification Number):

mosim™ is a revolutionary, global service for GSM mobile phones. If you enter your PIN and receive a message 'Contact Network Provider' 'insert SIM' 'SIM not valid' 'enter subsidy code' or similar – you are trying to use mosim™ in a locked phone. Ensure that your phone is not locked to a UK network Provider.

When you originally purchased your phone, it's possible your operator may have subsidised the cost of the handset and as such "locked" your mobile to its network only 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", or you can unlock it yourself by either following our online link to a 3rd party website for unlocking, or by taking your phone to an independent phone shop. Unlocking is perfectly legal, it does not involve changing the IMEI of the phone (which is illegal) and network operators are generally obliged to unlock your phone but can charge an 'administration' fee for this.

For an independent view on unlocking read the following http://en.wikipedia.org/wiki/SIM_lock

Your card

What to do when you receive your mosim™ card:

1. Break out the mosim™ SIM card from the plastic card
2. (Remove your usual UK SIM card and) Insert the mosim™ card into your phone
3. Charge your battery
4. Switch your phone on
5. Enter your four digit PIN Code*
6. Make your call

* Note: Your PIN code is a four digit code located on the PIN/PUK information card that comes with your mosim™ card. Whenever you turn your phone on, you will be asked to enter this number. Please enter the PIN correctly. The SIM will be locked if the PIN is entered incorrectly 5 times during log-in.

To continue, you will need a PUK code from us – please email a request to admin@mosim.com with your mosim™ number and PIN No. and we will mail you back your PUK code.

Making calls

When making calls ensure that you always dial your numbers in the International format.

mosim™ is a roaming SIM card and as such does not have a home network. Dialling in

International format is 'Country Code + Area Code without the leading zero + number' - for

example to call our office you would dial +44 208 327 2300. If you dial 0208 327 2300 or 0044 327 2300 your number will not be recognised.

Please ignore any messages that your handset gives immediately after dialling, these are a side-effect of the unique way we connect your calls.

If you get a 'calls barred' message or similar and the dialling process halts on outgoing calls, but you have no problem texting and receiving, this signifies a compatibility issue with older handsets. You can force the application by dialling :-

`*125*1*{international number as above}#`

This should overcome a problem with dialling on phones that are not fully compatible, and numbers can be stored in the memory of the phone in this format for future use.

After dialling the number, there will be a slight pause as the mosim™ rings you back to connect your call. Answer normally. Ignore any messages the phone may display during this process.

Text messages

mosim™ supports standard text messaging (SMS) for incoming and outgoing messages. Text messages should always be in the +44 format. i.e. +447624123456

Receiving Calls

From callers in the UK: Your mosim™ has a UK number, so people calling you from the UK can dial in the normal manner i.e. 07624 xxxxxx. Give your number to friends and family before travelling or leave a voicemail message on your UK mobile saying you are out of the country (until xx/xx/xxxx) and available on your International mobile number 07624 xxxxxxx

From callers outside the UK: Callers should dial in their international format as if phoning a UK number. e.g. In order for someone to call your mosim™ number from the USA, the correct sequence is to dial 011 first, followed by your number (ex: 011 44 7624 xxxxxx)

Calls to a mosim™ are charged at 'fm1' rate by BT. This is the cheapest daytime mobile tariff and can be checked by visiting http://www.serviceview.bt.com/list/current/docs/Call_Charges.bo0/00161.htm. At the time of going to press (October 2006) Standard BT call charges (without any discounts) were:-

Daytime	6am - 6pm Mon - Fri at 11.063 pence
Evening	6pm – 6am Mon – Fri at 6.808 ppm
Weekend	All day Sat & Sun at 4.255 ppm

UK mobile operators are not regulated in the same way as BT and can set their own charges.

Please check with the relevant UK network operator for call charges to a mosim™ number.

Check card balance

To check the balance in your account, dial "187". Please Note, after each call, the system will notify you of the most recent call cost and your remaining account balance anyway.

Recharging your account (adding credit)

To top-up your account go to www.mosim.com and either log in with your mosim™ number and password and go to your account or just click the 'express top up' button on the home page. Alternatively call +442083272300 with your credit card and mosim™ details to hand and we

will top up for you during UK office hours. You can also set up an auto top-up facility via the login page. This will allow you to register your mosim™ for auto top-up so that when your credit falls below a pre-set limit (\$5 default) our system will automatically authorise the same payment as your initial credit amount and send you a confirmation email.

Viewing your statement online

You can view all your calls in your mosim™ account by logging into www.mosim.com with your mosim™ number and password and select 'Call History'

* Note: If you experience problems logging in to the website, close down all open browser windows, re-open www.mosim.com and refresh the home page.

Call management

Using your online controls, you can enter two numbers that you want to connect and the switch will initiate the call for you. It will be charged to your mosim™ account, even if you do not have your mosim™ phone with you. A useful tool should you have difficulty making calls, if you are in countries not covered by mosim™, or you need to make an emergency call on your account.

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 when you have voicemail.



Using voicemail

To retrieve voicemail, you have three options:

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 the message.

General access: To access all your messages, dial 121. Your messages will start playing with the one received last. Voice prompts will guide you to skip, replay, save and delete messages.

Online access: Log in to your personal account at www.mosim.com. View the heading marked voicemail (the number in brackets is the number of unread messages received). Select the appropriate message and click 'play' - your media player will open and play the message automatically. If you mark the message as read, the next time you open your online messages this message will not be displayed.

* Note: Voicemail will be stored for a maximum of 30 days before it is automatically deleted. If you choose to save a message, it will be saved for 30 days and then deleted.

Using voicemail

To control voicemail, you have these options

Dial:

121 Access messages if new messages have been received or confirms settings if there are no new messages

122 Turn voicemail on

122xx Sets the time interval before voicemail answers your call. e.g. 12445 = if no answer, Voicemail begins after 45 seconds.
(The default is 30 sec)

123 Turn voicemail off

125 Check Settings (indicates your voicemail settings)

Accessing your voicemail from your mobile handset is charged at the relevant country rate for calling back to a UK landline. Access via the website is free (after any web access charges if applicable)

Troubleshooting

If you are experiencing any technical difficulty, please refer to the following tips. If they don't resolve your problem, please contact mosim™ customer support on +44 845 45 65 022 during UK office hours or email help@mosim.com

Cannot make calls

Check to make sure your SIM is properly installed. Make sure you are getting a signal - if there is no coverage (network not available), yet you know mobile services exist in the area, it's possible that mosim™ does not have roaming agreements in that country. Please check online at www.mosim.com/our_support/coverage If there are several operators we roam with in the same country, try manually roaming to a different provider if you are experiencing problems. This is usually achieved on your handset by going to 'menu – settings – phone settings – network selection' and entering the manual option.

If you are a prepaid user, make sure you have credit in your account allowing you to make calls.

Call quality issues

If the quality of your call is bad, ensure you have a proper signal. If you have a good signal, the line may be at fault - please hang up and redial. If

that does not resolve the problem, please call customer services on 154.

Cannot access voicemail

Go to the voicemail section and try all the methods listed to access your voicemail. If you are still having problems, please call customer services on 154.

Cannot recharge my Prepaid Account

Make sure you are entering the correct phone number and top-up code.

If you still having problems, please call customer services on 154.

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Special features

To listen to any recorded call

Go online to: www.mosim.com and log in with your mosim™ number and password. Go to "Call History" and look at your call details. Find the call you recorded and you will see a "cassette" icon. Click on the icon and your media player will open and play the recording. Your PC must be set up with speakers or a headphone to listen to the recording. You can save the file and email it or burn it to a disc if you have these facilities on your PC.

Conference calling

With mosim™, you may turn any call into a conference call. From your mobile handset, contact the first person in the normal manner, and once connected dial #*3. Both parties will hear a message saying 'please enter the number in international format followed by the # key. You will then hear the 'please hold while we connect your call' message and the 3rd party will join your call on answering. Repeat as necessary to add in subsequent users.

From the website, login to the customer area and go to 'call management'. Enter the number where you are (a landline or mobile) and click 'add'. In the numbers to call section enter each party

clicking 'add' after each entry and then press 'call' Your number will be dialled first and on answering you will hear the 'please hold while we connect your call' message. All the numbers you entered will be called simultaneously and join the conference just by answering. The call button will now disappear and be replaced by 'record' and 'finish'

Call forwarding

Redirect your incoming calls to any fixed line telephone i.e. your hotel room or temporary workplace abroad.



Service life

mosim™ cards work for nine months, after which time they expire. To renew the card simply make a call before the nine month period ends and your card will be operational for another nine months. Credit on the phone expires 3 months from last usage. Make one call or text every 3 months to keep your credit active.

In what countries does mosim™ work?

For a complete list of countries where mosim™ is supported, please refer to our website at:
http://www.mosim.com/our_support/coverage.html

Help

mosim™ is committed to providing the finest customer service possible. You can call and speak to one of our customer service operators by dialling 154 from any of the 115 countries where mosim™ works or call the mosim™ office on +442083272300 during UK office hours.

Quick access dial codes

121 - Voicemail retrieval

122 - Voicemail ON

123 - Voicemail OFF

125 - Check status of features

154 - Customer services

187 - Account balance

mosim™ top up: +44208 327 2300
(during UK
office hours)

mosim™
customer support: +44 845 45 65 022

Email support: help@mosim.com

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