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OneSIM Dual SIM User Guide

Getting Started

The enclosed OneSIM SIM card connects you to the PBXme global network. Break out the SIM card from the plastic card and insert this SIM card into your phone. Keep the plastic card with you, because your phone number is on it and you might need it in the future to recover your PIN code.

Please note that this SIM card is fully compatible with all handset models including iPhone and BlackBerry.

Your phone must be unlocked to use OneSIM SIM card. If your phone is locked, contact your service provider to unlock it. You also need to verify your phone support the network frequency in the country you are traveling to. To see the network frequency in various countries, please visit www.gsmworld.com/roaming/gsminfo/index.shtml. If your phone support 3G or is GSM quad-band, you are covered worldwide.

Switch your phone on and you should now be on a mobile network. If so, then call your SIM number from another phone as a quick test.

The OneSIM UK mobile number for your SIM card was sent to you by Email when you purchased your SIM card. Your US number will be assigned to you on the first time you use your SIM card within USA. You can also dial short code *160# on your phone to allocate USA number while outside of USA, or to reallocate new USA number if you didn't use it for over 60 days. When dialing *133# both numbers displayed on your screen, and you are getting them via free SMS as well.

Receiving Calls

The OneSIM UK mobile number for your SIM card is printed on the card. Additionally, you will get an additional USA number, which is automatically allocated to you when you turn on your phone under USA profile, while in USA. Calls can be received on either the USA or UK numbers at any time in any country; however there will be an additional cost of \$0.30 per minute for receiving calls on the USA number. It does not matter which Profile is active to receive calls. Please see more details on Profiles paragraph later.

Making Calls

Dial the number as normal, but in full international format like +4412345647890#. Then press Send. Don't forget to put the # after the number. In some handsets, like Samsung, the "+" is not working. You will need to dial "*" instead of "+".

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1. You will see a message saying "Please Wait" or "Call Not Allowed". This is quite normal.
2. You will then receive an inbound call.
3. Answer the call - wait for a few seconds and you will be connected to the person you called.
Be patient as sometimes the connection, depend on the network, can take up to 45 seconds.

Quick Access Codes

- 102 Call divert on (To divert your calls dial: 102 number Send/Call)
- 103 Call divert off
- 121 Voicemail retrieval
- 122 Voicemail ON
- 123 Voicemail OFF
- 125 Voicemail status
- 133 Returns your mobile number
- 154 Customer service (Paid call from the country you are to USA)
- 187 Account balance
- 188 Switch off SMS balance notification
- 189 Switch on SMS balance notification

It is recommended that you use the example format below for dialing short codes as some handsets use short codes for speed dialing.

Examples: *121# *133# *154#

The short codes are the same whichever profile is active.

Call History and Itemized Billing

To log-on to your account go to our website at www.PBXme.com/ and click "Log In". Once you are in, you will be able to see your calls history, cost of calls and account balance.

Add Credit

Log-on to your account on our website at www.PBXme.com click "Add Credit" and follow the instructions. Your credit is added within minutes after your payment.

Voicemail

When you received your OneSIM SIM card voicemail is enabled on your account. If you want to turn it off you need to dial *123#. 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 (SMS) indicating the presence of each voicemail.

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To retrieve voicemail dial *121#. Click **1** for next message, **2** to repeat the message, **3** to delete the message.

To control voicemail, you have these options, Dial:

121 Access messages (plays in the order of last received)

122 Turns voicemail on

122xx Sets the time interval before voicemail starts. Default is 30 seconds

12245 = if no answer, voicemail begins after 45 seconds

123 Turn voicemail off

125 Check voicemail settings

Text Messaging

Your OneSIM SIM card fully supports standard text messaging (SMS) for incoming and outgoing messages. To send a text message, write your message as normal and make sure you are sending it in the same format like you are making a call, for example +61-41-123-4567. The message will be sent from whatever profile you have currently active. See more on Profiles later. Texts are received when sent to either your UK or US number, depending on which profile is active. So if you are on USA profile and someone is sending you SMS to your UK number, you will not get it. If you are on Global Roaming profile and someone is sending you SMS to your USA number, you will not get it.

Caller ID

The outgoing Caller ID sent to the called party will be determined by whichever profile is active.

Call forwarding

You can redirect calls from your existing mobile to your OneSIM number so you never miss a call while you are away. You can also redirect your OneSIM number to any other numbers. Refer to our website for our rates.

Call Recording

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

Listening to recorded calls

Log on to your account as described above and click on "Manage". Once in, click on Billing and select the required time frame. Look at your calls, locate the calls that was made and you will see a cassette icon. Click on it and your media player will open and recording will start.

Conference Calls

You can use your OneSIM SIM card to turn any call into a conference call. Once you have the first person on the line, simply dial #*3. You will then hear a voice prompt asking you to enter a new number. Within a couple of seconds that person will be added to your conference call. Repeat this sequence to add additional parties to the conference call.

Profiles

The OneSIM SIM card has three Profiles or Roaming Services. **You must turn your phone off and back on after changing a profile.**

- 1: Global
- 2: USA
- 3: Prime

The "Global" profile should be active when in all countries except the United States and Italy. This is the default Profile.

The "USA" profile should be active only while in the United States. Switch to your USA profile only when arriving to USA. Your phone should work either on AT&T/Cingular or T-Mobile networks. Some areas do not get good signal from AT&T and you might not be able to dial out. In these areas, switch your phone manually to T-Mobile. Find the "select network" menu on your handset, change it to manually and select T-Mobile.

The "Prime" profile should be active only while in Italy. You must be on TIM network. The default Profile is Global. Global and Prime will present the same UK outgoing Caller ID.

Changing Profiles

When you turn on your phone you should see a menu with the three different profiles. Select the desired profile by clicking on it. In other versions of the SIM card, the menu does not pop up when starting the phone, so to swap between Profiles, you need to find "SIM Services" or "SIM Menu" in the handset menu. Then click the "Roaming Services" entry, select the required Profile and save. The selected profile is marked with "*". In some models, the phone freezes after changing the profile. Take the battery and the SIM card out for 1-2 minutes, put them back in, restart the phone and repeat the process. Remember, you must restart your phone after changing profiles.

Troubleshooting

Cannot make calls

1. Make sure your SIM card is properly installed. You must have [unlocked GSM phone](#) to use OneSIM SIM card, and the phone should support the [network frequency](#). In Japan and South Korea you should have a 3G phone.

2. Make sure you are getting a network signal. Sometimes the network connection got lost. Take the battery out for a minute and put it back in. That should renew the network signal.

If that did not help, find the network menu on your handset, select the "search network manually" option, and select a network with good signal from the list of networks. If you still cannot find a network, and you have the original SIM from your carrier with you, try to insert it, and see if you can get a network signal. If you are getting a network signal, it is possible PBXme does not have a network agreement with the network in your area.

3. If there is no coverage or network not available, yet you know mobile services exist in the area. It is possible that PBXme does not have roaming agreements in that country. In USA we have agreements both with AT&T and T-Mobile.

4. Make sure you have credit in your account allowing you to make calls or receive calls. Credit is required in your account to receive inbound calls for non free roaming countries.

5. The OneSIM SIM card may be incompatible with certain handsets in its default mode. In some SIM card versions there is an entry for "Callback Application" in the SIM Menu. This will normally have a * digit before it to show that the Application is functioning correctly. If it has a \ digit in place of the * this means that the handset does not support the special Callback Application that is loaded onto the OneSIM SIM card. If you suspect that there are handset compatibility issues then it is necessary to dial a # after the telephone number when making a call. Do not however go into this menu and deactivate the Callback Application.

Cannot make calls in USA

1. Verify on the "Select Location" (sometimes called "Roaming Services") application, under the "Profile" (Sometimes called "SIM Menu") menu on your phone, you are set to "USA".

2. Your SIM card is working on any GSM or 3G network. However, in USA T-Mobile is the preferred network and it is highly recommended to switch manually to T-Mobile network. The "network selection" menu is usually under Settings --> phone settings, or something similar, depending on your phone.

Preferred Networks

In some countries it is better to use the following preferred networks to get the best quality reception. Follow the instructions above how to switch networks manually. When you leave a country you searched for a network manually, don't forget to set your phone back to automatic detection of a network, so it will find a network automatically on your next destination.

USA: T-Mobile

France: SFR or Orange

Russia: Tele2 or MTS

Ukraine: Kyivstar GSM JSC, MTS Ukraina or Astelit

Italy: TIM (must select)

Japan: DoComo (must select)

Call quality issues

In the unusual event that the quality of your call is poor, ensure you have a proper signal. If you have good signal the line may be at fault, please hang-up and redial. If that does not resolve the problem please try changing mobile networks. Refer to your handset manual for instructions to do this.

Changing Profiles

To swap between Profiles find "Profile" or "SIM Services" or "SIM Menu" in the handset menu (It has different names in different phones). Then click the "Roaming Services" entry, select the required Profile and save. In some models, the phone freeze after changing the profile. Take the battery and the SIM card out for 1-2 minutes, put them back in, restart the phone and repeat the process. Remember, you must restart your phone after changing profiles.

Further Support

Go to <http://www.PBXme.com/simfaq.asp> for answers to your most common questions. Usually, you will find answers to most of the things you need. You can also dial *154# from your handset and talk to customer service representative. This is a paid call and the rate is from the country you are calling from to USA.

PBXme are committed to providing top quality Customer Support seven days a week. Please feel free to contact us using the "**contact us**" button at the top of the page, or go to www.PBXme.com/Contact.asp for a prompt polite response.

OneSIM Dual SIM Functionality

Standard two-way Calling

- Low cost, mobile calling from any roaming location
- All the mobile phone features are fully supported
- Works with PBXme approved late-model GSM phone (requires an unlocked GSM phone)

Conference Calling

- Instantly conference up to 16 participants, at low cost
- Neither any call reservations, nor any conference bridges, are required
- Built-in, optional Conference Call recording

Billing / Help

- 60 Seconds minimum billing
- Free itemized, online and real-time, calls' details, including log of Voicemail calls
- Help Desk short code access

Integrated Voicemail

- Receive multiple Voicemail messages at once – the OneSIM number never rings "busy"
- "Announcement Only" option (callers cannot leave messages when activated)
- Online access allows the Customer to listen to his/her Voicemail from any internet-connected PC
- 90-day online storage / 5 minutes maximum Voicemail message length
- SMS (text message) notification, and selective retrieval, of new Voicemail messages

Online Access

Every mobile subscriber will be granted online credentials to access the following:

- Manage intelligent call-forwarding
- Manage voicemail functions (turn on/off set no. of rings to answer)
- Call cost notifications (turn on/off)
- Access Voicemail (using media player)
- View real-time Call Detail records
- Initiate low-cost calls (using any phone) using the web call manager

Intelligent Call Forwarding:

- Calls can be automatically routed to any telephone number, anywhere in the world
- Multiple forwarding telephone numbers can be programmed (mobile, office, home, hotel etc.)
- which can be dialed simultaneously, sequentially, or based on specific rules - All forwarded numbers, and their access rules, are easy to change from either the mobile phone or from the Web

Customizable IVR

- Distributor can provide his own IVR prompt recordings

Advanced Services using the Web Interface

Advanced Services are simple to use and ideal for home use or while traveling. Advanced Services are designed to centralize and manage your communications, including directories and billing. All calls can be multi-party or just two-way calls that the Customer can escalate into n-way calls. A variety of PBXme Connect options are available, including:

Website: Standard web application allows universal access to the services. A large display featuring call lists also gives real-time status of calls in progress. Also included is a display showing time and running cost of the call.

Outlook: A free TAPI plug-in (download) allows direct dialing from standard Outlook Contact List. Just click on a contact name / number and the call is automatically launched using PBXme.com network.

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Mobile: By using SMS (text messaging), calls are initiated by direct number entry or by short codes (setup on the web) even to groups containing a list of people to make an instant conference.

OneSIM API

PBXme.com may provide Distributor with an Application Program Interface ("API") to allow Distributor to manage Customer Services. Distributor will be required to sign confidentiality and non-disclosure agreement before PBXme.com will make the API product available (Please contact the company)