GLOBALONE SIM USER GUIDE

PRECAUTIONS WHILE INSERTING YOUR SIM:

1. Please ensure that, "Global one SIM" is inserted in Slot #1 of your Mobile handset, which you are going to use while travelling abroad.

2. To avoid any unnecessary billing by your native (Indian) mobile operator while travelling abroad, please ensure to either remove your existing SIM card or atleast DISABLE Data Services of the same.

SIMPLE STEPS to select Network using Globalone SIM & Dialling number:

STEP 1: Dial 191 (or *11*191# in some phones) from your__ __phone to know your number.

1)   Manual Network Selection:

2)   If "No Service" after three minutes of turning ON the phone, please go to settings and select a network from the list.

3)   If you are unable to register on any of the network, please go to SIM Services App on the phone and try these steps:

a. SIM Services > Multi-Account > Country Selection
b. Ensure * is on Vodafone, and then select the network manually.
c. If Vodafone is not available in destination country, please select the Network which has *(asterisk) mark.

STEP 2: Dialing Instructions:

§ Direct Dialing: Dial the complete international number for local, India and International. Please omit the 0 before the area code. For example: For dialing India no.62439900, please dial +91 22 62439900. Similarly for dialing 7738728558, dial 0091/+91 7738728558.

§ Callback Service(CB): When using Callback service, you dial the number; after 3-5 seconds you will get a call from the number you have dialled. As you answer the call, it will then ring to the dialled number. This is callback service and is quite normal.

§ When using callback service, some incompatible phones require this dialing format: *11*CountryCodeNumber# (or *11*number# Ex: to call +919841012345, you have to dial *11*919841012345#)

§ Communication problems are usually resolved by selecting another network. Please dial 154 to reach Helpdesk

§ To forward calls of your UK SIM to India mobile please dial 199_CountryCodeNumber_. Ex: 199919841012345; you will get SMS on Global SIM that calls are diverted. To cancel, dial 199 from Global SIM.

Using data with an iPhone or an Android:

§ Data setup: APN and data roaming: _Set APN (and APN Name on Android) to: MOBILEDATA_

§ iPhone: _Settings/Cellular/Cellular Data Network. Erase the content of the APN filed and replace it with: mobiledata (User/PW fields are of no significance)_

§ iPhone: Settings/Cellular: Enable Cellular Data, Enable Data Roaming, Disable EU Internet

§ Android: Settings/More/Cellular Networks/Access Point Name/ + (Create New)
  Name: mobiledata   APN: mobiledata (and go back and select (activate) mobile data

§ _Enable Data Roaming: Settings/More/Cellular Networks/ Data services while roaming: On_

§ 154 from your phone (*11*154# in some phones), +1-xxxxx in the US, +91xxxxx in India

§ Thank you for roaming with GlobalOneIndia

IN: +91 22 62439900 / 62439999
US: 154
UK: 154

154 from your Global SIM

Support Email ID : support@globaloneindia.com

Globalone Board. No.:   +91 -22 - 62439900 Board No. (20 Lines)

 Alternate Support No.:   +91 - 22 - 65131999/ 65701333

Website: www.globaloneindia.com

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