

## Travel Talk Quick Start Guide



### **Getting started**

- Your handset needs to be unlocked to receive all SIMs.
- Detach the TravelTalk SIM from the enclosed card and replace the current SIM in your handset.
- Turn on your handset on and please ensure you have network coverage
- Some handsets request a PIN when finding a new SIM card. The PIN is 0000

### **Making a call**

- Dial country code & number and press the Call/Send button
- For example 00442084979295 'Call' or +442084979295 'Call' \*
- There will be a short pause without any sound or line tone
- Your phone may (depending on handset model) display an on screen messages saying, *"Thank you for using the service. Your call will be connected shortly"*.
- After a few seconds, your handset will ring. When you answer you will hear a voice message saying, *"Please wait while we connect your call"*.
- You will then hear the normal ring tone and you will be connected to your dialled number.
- When finished – please end the call and hang up as you would normally do.

\* Some handsets may be incompatible with direct dialling. Should you hear the following message: *"Connection to this number is restricted on this phone"*, or experience continuous failed outgoing calls, you will need to dial in the following way:

\*126\*102\*the number you want to call# and then press the Call/Send button Example:

126\*102\*00442084979295#

## **Receiving a call**

- Answer your ringing handset exactly as you normally do so upon receiving a call

## **To Use voicemail**

- Dial 802

## **For top up enquiries and customer service**

### ***Customer care & sales***

0800 651 2345 or 0208 497 2345

### ***Top-up***

80404 from your TravelTalk SIM

0800 651 2345 or 0208 497 2345 from any phone