

TRAVELTALK SIM

Quick Start Guide ▶



www.storytelecom.com/traveltalksim

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Get started

- Your mobile needs to be unlocked.
- Detach TravelTalk SIM from the SIM card holder and insert it to your handset.
- Switch your handset on. If your handset requests a PIN, you will find it on the SIM card holder. Please key in USA PIN (in the USA) or PIN 1 (in all other countries).
- Ensure you have network coverage

Make a call

1. In the USA

Dial a destination number in a full format (using the international dialling code) and press 


EXAMPLE: 00442084979295 or +442084979295 and 

2. In all other countries

Dial a destination number in a full format (using the international dialling code) and press

EXAMPLE: 00442084979295 or +442084979295 and 

There will be a short pause without a line tone. Your phone may also (depending on the model) display an on screen message 'Please wait.'

After a few seconds your handset will ring. Once you press , you will be notified with a voice message 'Please wait while we connect your call', and shortly connected to the dialled number.

* Some handsets may be incompatible with the direct dialling. Should you hear the following messages 'connection to this number is restricted on this phone', or experience continuous failed outgoing calls, you will need to dial the following sequence:

126*102 destination number # and 

EXAMPLE: *126*102*00442084979295 # 

Receive a call

Answer the call exactly as you normally do so upon receiving a call.

Voicemail

To pick up your messages simply dial **802**.

Check your balance

Send a blank text message to **803** and we will reply with your current balance. Alternatively you can check your balance online, on www.storytelecom.com.

Top-up

You can buy your TravelTalk international calling credit via PayPal on www.storytelecom.com. It's the easiest and fastest way of topping-up.

You can also call our Support team on **0800 651 2345**, **0208 497 2345** or dial **80404** directly from your TravelTalk SIM.

Please note that the daily top-up limit is £50 and the monthly top-up limit is £120.

Automatic top-up

For maximum convenience, you can set up automatic top-up online using PayPal pre- approved billing. It will allow an automatic top-up, when your talk credit is running low. With Travel It is highly recommended, particularly when you're travelling to the places with a limited internet access.

For more information and to set up automatic top-up call **0800 651 2345**, **0208 497 2345** or dial **80404** directly from your TravelTalk SIM.

Call divert

With our Call Divert feature you can cut your international roaming costs even further.

Story SIM lets you easily set up a Call Divert on your TravelTalk Mobile number if you want to use any other landline or mobile number in a particular country to receive calls. This is very useful if the cost of receiving a call to your SIM is too high in a certain country. For the instructions on how to set up the Call divert visit www.storytelecom.com.

Support


E-mail: traveltalksim@storytelecom.com

Telephone: **80404** directly from your TravelTalk SIM,
0800 651 2345 or **0208497 2345** from any other mobile /
landline

Fax: **0208 446 7010**

If you are experiencing problems with TravelTalk SIM, please follow the instructions below:

- Test your SIM card within the UK to check whether it is compatible with your handset.
- Make sure your phone is fully unlocked to all networks. If it has only been unlocked to specific networks, it won't pick up the local networks while you're abroad.
- Without switching your phone off remove the battery and replace it after a minute. Then manually select the phone service provider via the menu options. Check all the networks we support. www.storytelecom.com
- Ensure you're dialling correctly, including the international dialling code (preceding with '00' or '+') you need to do this even if you're in the UK and calling UK numbers
- Remember to wait for the phone to ring back after dialling the

number and answer it by pressing  . Some handsets might require you dial a prefix number before calling your destination number: ***126*102* destination number in full format #**.

- If the SIM is still not working properly please test it from another unlocked phone.
- If the problems with calling persist, please dial the following sequence of numbers, so our operations department will be able to analyse your call and check what establish what the issue is: 00442084979295 followed by *126*102*00442084979295# . Please note the time of the test call.
- NB: If your SIM has worked successfully in the past, it is most likely that any problems are related to handset / settings / network issues, not the SIM itself.
- E-mail Story Support on traveltalksim@storytelecom.com providing recent specific call details to assist further troubleshooting:

1. Originating number.
2. Destination number.
3. Network selected by TravelTalk SIM.
4. Precise time & date & time zone of outgoing call.
5. Problem occurring.
6. Do you have problems receiving a call.
7. What do you hear/see on the screen when attempting to make a call?
8. Current location of roaming SIM, including country & city.
9. Make & model of your handset.

