

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