



Inserting your SIM card

The SIM card insertion point will vary depending on the make and model of your mobile phone. Please refer to your user manual for details. When the card is inserted into the mobile phone, the gold disc on the SIM must make contact with the connectors inside the phone.

You are ready to go SIMSmart as soon as you arrive at your travel destination.

Making calls

To make a domestic call

Dial CITY/AREA CODE then the PHONE NUMBER and activate the call.

To make an international call

Enter the + sign on your keypad.

This will automatically enter the required international access code for whichever country you are in. (e.g 00 from within the UK).

Dial COUNTRY CODE then CITY/AREA CODE then the PHONE NUMBER and activate the call.

(COUNTRY CODES are listed to the right of this page. The CITY/AREA code of most countries outside of North America begins with 0. This 0 should always be omitted when dialling).

E.g. When calling the UK, 07774 477000 would become +44 7774 477000

Locked handsets

Some GSM phones are 'SIM locked', restricting the use of SIM cards to a single network. If your phone is locked, an 'Insert SIM' message may appear even after you have correctly inserted the SIMSmart card. To rent an unlocked handset, please contact Cellhire.

Phone / SIM language

Most handsets are pre-set to automatically select the language of the SIM card. Activating your desired language before you insert your SIMSmart card will ensure that your phone display is not affected.

Please refer to your user manual for details of how to change your handset language.

Phone book contacts

Contacts in your own phone book are stored on either the phone or SIM memory. To ensure you have access to all of your contacts whilst using your SIMSmart card, copy all contacts to your phone memory and activate the phone memory on your handset.

Please refer to your user manual for details of how to copy contacts and select your phone memory.

International country codes

Australia	61
Austria	43
Belgium	32
Brazil	55
Canada	1
China	86
Finland	358
France	33
Germany	49
Greece	30
Hong Kong	852
Italy	39
Japan	81
Netherlands	31
Norway	47
Portugal	351
Russia	7
South Africa	27
Spain	34
Sweden	46
Switzerland	41
Taiwan	886
UK	44
US	1

Your Cellhire SIM is activated and ready for insertion into your mobile phone.

Retrieving your VoiceMail messages:**When in South Africa:**

Dial 100 then send the call.

Press 1 to listen to your messages

When outside South Africa:

Enter the + sign on your keypad then dial: 27 83 100 0000.

When prompted, enter your mailbox number (the last 9 digits of your South African number), followed by #. Enter your passcode (1020). You can then listen to your messages by pressing 1.

Additional Information

For further information, please visit www.cellhire.co.uk and click support.

Cellhire has pre-arranged procedures to collect your equipment, simply follow the instructions below.

Returning your equipment within the EU:

Step 1: Place the equipment or SIM card in the packaging provided.

Step 2: Fill out section 1 of the attached UPS waybill with your name, address and phone number, (be sure to retain the top copy for your records). Cellhire is not able to track packages without a copy of the UPS waybill or tracking number.

Step 3: Call UPS in the country you are in (see list below) to arrange collection. Inform UPS that you have a prepaid return airway bill. Delivery and collection must take place in the same country.

Step 4: Hand the package to the UPS representative. If you are staying in a hotel, leave the package with the hotel concierge or reception desk. Make sure you take the name of the hotel representative for future reference.

UPS contact numbers (Please call UPS in the country that you will be returning your equipment from)

Austria	0810 006630	Italy	800 877 877
Belgium	0800 12828	Luxembourg	800 225 10
Denmark	8030 2222	Netherlands	0800 099 1300
Finland	0800 1 877 877	Portugal	707 23 23 23
France	0800 877 877	Spain	902 88 88 20
Germany	0800 8826630	Sweden	020 788 799
Greece	210 998 4000	Switzerland	0800 55 88 33
Ireland	1 800 57 57 57	UK	08457 877 877

Important: The equipment is the customer's responsibility until it is scanned and collected by the courier. Any lost package without proof of courier collection is the sole responsibility of the customer who will be liable for charges.

Lost / stolen equipment

If your equipment is lost or stolen you must call Cellhire immediately on the number shown below. All equipment and calls made are the responsibility of the customer until the theft / loss is reported to Cellhire.

24 Hour Global Support

UK freephone*: 0800 610 610

UK International: +44 (0) 1904 610 610

*Free call from a UK landline only.

For on-line support, please visit www.cellhire.co.uk and click support.

Thank you for renting from Cellhire.