

Trouble Receiving Calls?

Please follow these troubleshooting steps:

1. Ensure you are located in a location that has wireless coverage. This is usually indicated by the number of “bars” on your phone screen.
2. Please reset your SIM:
 - a. With your phone switched **on**, remove the battery
 - b. Remove the SIM card
 - c. Replace the battery without the SIM card
 - d. Turn your phone on - your phone may display an Insert SIM message
 - e. Wait 15 seconds and turn your phone off
 - f. Remove the battery and replace the SIM and battery
 - g. Turn your phone back on
3. In addition to a SIM reset, we suggest you try to manually select an **alternative network**. Please refer to your phone instructions for the location of this option. Don't forget to set your Network Selection option back to Automatic when you travel to a new country. Instructions for Roam4Less Phones:
Main Menu > Settings > Network > Available Networks
4. Ensure that there is **sufficient balance** in your account (relevant only to Prepaid accounts). You can check your balance by Texting (SMS) BAL to 1966 from your Roam4Less phone.
5. If you are still experiencing issues please contact support@roam4less.com In the interim you can use your **designated SMS number to receive calls**. Your SMS number can be found in the top right corner of your Quick Guide (number begins with 324. . .). Please note that it is an international number and requires a prefix of 011 when calling it from the US or Canada or 00 when calling it from anywhere else in the world.





Trouble Placing Calls?

1. Check that you are dialing correctly.

Dial the **complete international number** (International Prefix, country code, area code and local number), for example dial 001.212.555.4444 to call North America or 00.44.207.555.5555 to call the UK.

IMPORTANT: You must include an access code like 00,001, or +.

Press the SEND key and within 10 seconds your phone will ring, signaling that the call is ready to be put through. Press SEND again and your phone will ring the requested party.

2. Ensure you are located in a location that has wireless **coverage** (usually indicated by the number of “bars” on your screen)

3. Please reset your SIM:

- a. With your phone switched **on**, remove the battery
- b. Remove the SIM card
- c. Replace the battery without the SIM card
- d. Turn your phone on - your phone may display an Insert SIM message
- e. Wait 15 seconds and turn your phone off
- f. Remove the battery and replace the SIM and battery
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4. In addition to a SIM reset, we suggest you try to manually select an **alternative network**. Please refer to your phone instructions for the location of this option. Don't forget to set your Network Selection option back to Automatic when you travel to a new country. Instructions for Roam4Less Phones:

Main Menu > Settings > Network > Available Networks

5. Ensure that there is **sufficient balance** in your account (relevant only to Prepaid accounts).

You can check your balance by Texting (SMS) BAL to 1966 from your Roam4Less phone.

Go into the phone menu, select **tools > call back > select call back >** make sure call back is set to “off”. Once call back is set to off, try your call again.

6. If you are still experiencing issues please contact **support@roam4less.com**.

In the interim try to manually dial by pressing *182*001 (area code & number), then press pound “#” and then SEND.

Please Note: If you are using a Roam4Less World SIM Card in your own device then, in addition to the steps listed above, you need to ensure the following:

1. Check to ensure that your device supports the necessary frequency for the country you are in (Ex: 3G in South Korea and 1900 in Mexico). For a list of frequencies see http://roam4less.com/country_freq
2. Check to ensure that your phone is unlocked
3. Check to ensure that your device supports Java

24/7 support via Email: support@roam4less.com

