

EcoSIM Quick Start Guide

1 Installation

1. Break out the EcoSIM SIM Card from the plastic card.
2. Insert the SIM Card in your GSM phone.
3. Switch your phone on (ensuring your battery is charged).

Note: For EcoSIM to function properly, your mobile phone must be SIM unlocked. When you originally purchased your phone from your mobile telecom operator, it is possible that your operator may have “locked” your mobile to prevent its use with other mobile operators’ SIM cards. If this is the case, contact your mobile operator and request an “unlock code.” They are obliged to unlock the phone, but there may be conditions or a cost to you associated with this. They will guide you through this process.

2 Making Calls

Call back

EcoSIM uses call back operation to make outgoing calls. Generally call back operation works like this:

1. The caller initiates the call by sending the call back number and the destination number to the service provider somehow.
2. The service provider calls the caller at the call back number.
3. The caller answers the call.
4. The service provider plays a prompt asking the caller to hold or informing the balance.
5. The service provider calls the destination number and connects the two calls together.

The EcoSIM service can be configured to call back to the EcoSIM or to any other phone or SIM.

Using the EcoSIM to receive the call

The EcoSIM will carry the call while roaming.

The default call back number of the EcoSIM is its voice number.

1. Key in the number you wish to call. Use the format +DestinationNumber where DestinationNumber is <country code><city code><local number>. For example, +19059481475. Do not use international prefix such as 00 or 011.
2. After dialing the number, there will be a slight pause, as the EcoSIM service rings you back to connect your call. Answer the call normally. Ignore any messages the phone may display during this process.
3. Wait a moment for the call to be connected to the destination.

Note: If you had previously set the call back number for a trigger call, you need to set the EcoSIM's voice number as the new call back number before making a call.

Using another phone or another SIM in a dual SIM phone to receive the call

The EcoSIM can be used to trigger (initiate) calls with call back to another phone or SIM instead of to itself. This is useful when you travel to a location where you have access to a phone or SIM that can receive calls at low or zero cost, and this phone or SIM may be used to receive the call back call. You can register the call back number by dialing a command on the EcoSIM. The cost of the call back leg would be the cost for the EcoSIM service to call that phone or SIM plus the cost to receive a call on that phone or SIM. This may be less than the cost to receive the call back call on the EcoSIM. You can use the Rate Calculator on www.ecosim.mobi to check which way is more economical.

1. Key in the number you wish to call. Use the format +CallBackNumber*DestinationNumber where CallBackNumber is <country code><city code><local number> of the phone or SIM where you want to be called

back, and DestinationNumber is <country code><city code><local number> of the person you wish to call. For example, +447624401234*19059481475. Do not use international prefix such as 00 or 011.

2. Ignore any messages the phone may display during this process.
3. When the EcoSIM service calls your phone or SIM, answer the call normally.
4. Wait a moment for the call to be connected to the destination.

The call back number setting remains until you set a new call back number. So the next time you want to make a call with call back to the current call back number, you can just dial in the format +DestinationNumber, and the system will look up the last call back number automatically.

Summary of dialing formats

+CallBackNumber*DestinationNumber: This sets the CallBackNumber as the registered call back number, which will be in effect until a new CallBackNumber is set, and then initiates the call to the CallBackNumber and the call to the DestinationNumber.

+DestinationNumber: This initiates the call to the registered CallBackNumber and the call to the DestinationNumber. (The default registered CallBackNumber is the EcoSIM's voice number.)

+CallBackNumber*: This sets the CallBackNumber as the registered number. This is useful in case you arrive in a new country and want to receive calls now but not make calls yet.

3 Receiving Calls

Give the EcoSIM voice (phone) number to anyone you wish to have call you. The EcoSIM service routes the incoming call to your registered call back number, which may be the EcoSIM voice number or another phone or SIM.

This function can be considered as a call forwarding function. People just need to remember your EcoSIM voice number and can reach you at any number that you want to forward it to. This is useful when you travel to a location where you have access to a phone or SIM that can receive calls at low or zero cost. If you set the number of this other phone or SIM as the call back number, the EcoSIM service will forward the call to that number when someone calls the EcoSIM voice number. The cost of the incoming call would be the cost for the EcoSIM service to call that phone or SIM plus the cost to receive a call on that phone or SIM. This may be less than the cost to receive the incoming call on the EcoSIM. You can use the Rate Calculator on www.ecosim.mobi to check which way is more economical.

4 Voicemail

Incoming calls are directed to voicemail when there is no answer or when the EcoSIM is out of range or the phone is off.

To listen to voicemail:

1. Call +14168401539. You can call from the EcoSIM or any other phone.
2. When prompted with "Mailbox?", input the EcoSIM voice number. (You can press # at the end of the number to proceed to the next step immediately.)
3. When prompted with "Password?", input the last four digits of the EcoSIM serial number.
4. When prompted with "You have x new messages", press 1 for new messages.
5. Follow the prompts.

5 Receiving SMS Messages

Give the EcoSIM SMS number to anyone you wish to have send messages to you.

6 Checking Account Balance

Dial +0 or *134*0# to check your account balance.

7 Recharging Your Account

You can purchase additional credit from the agent who sold you the EcoSIM Card.

8 Viewing Call Records and Other Account Information

Login at www.ecosim.mobi with username = EcoSIM voice number and password = last four digits of the serial number to see the call records and account details and rates.

9 Troubleshooting

Cannot make calls

1. The GSM phone you are using might not be a compatible model. If tests 5 and 6 below are both successful, then the system is functioning correctly, but the phone is not talking correctly to the SIM to capture the dialing process so you have to change to a compatible phone or use *134*DestinationNumber# or *134*CallBackNumber*DestinationNumber# or *134*CallBackNumber*# formats to dial.
2. Confirm that the GSM phone is getting a network signal. If you know that mobile services exist in the area but a network is not available, it is possible that the EcoSIM service is not available in this country. Please see the FAQ at www.EcoSIM.mobi for the list of countries where the EcoSIM service can be used.
3. Confirm that the EcoSIM can register on the network. If not, it could have been deactivated due to zero account balance. Confirm that your account has enough money to make calls.
4. Confirm that you dialed +DestinationNumber not 00DestinationNumber. (DestinationNumber = <country code><city code><local number>.)
5. Dial *134*0#. If USSD is working this will provide your account balance. If not (there is no response), manually select a different carrier (if available) and try again.
6. Dial *134*DestinationNumber# or *134*CallBackNumber*DestinationNumber# to initiate the call.