

ShuttleSIM works with Airello Global Network for GSM roaming in some 200 countries through GSM roaming agreement with more than 450 GSM operators.

## 1 Installation

1. Break out the ShuttleSIM SIM Card from the plastic card.
2. Insert the SIM Card in your mobile phone.
3. Switch the phone on.
4. If you are prompted to select your location, select "Italy" when in Italy or select "USA" when in USA and Canada or select "Global" when in any other country. ""\*"" indicates the current setting.

Note: For ShuttleSIM to function properly, your mobile phone must be SIM unlocked. When you purchased the phone from your mobile telecom operator, the operator may have "locked" your phone to prevent its use with other mobile operators' SIM cards. Consult the vendor of the mobile phone to get it unlocked.

Note: If "USA" profile cannot be selected, dial 160 to get a USA phone number first. Please see more details on USA phone number below.

## 2 Making Calls

1. Dial the number you wish to call. Use the format "+<country code><city code><local number>", such as +19059481475, and press Send. Do not use international prefix such as 00 or 011. (Some phones might not be compatible with the SIM's program for sending the call request. If dialing "+<country code><city code><local number>" does not work, use "+<country code><city code><local number>#", such as +19059481475#.) The phone will display "Please Wait" or "Call Not Allowed"; this is normal.
2. After dialing the number, there will be a slight pause, as the ShuttleSIM service rings you back to connect your call. Answer the call normally.
3. Wait a few seconds to be connected to the destination party.

Note: Ignore any messages the phone may display during this process. It is normal to get error messages on the phone when making outgoing calls. It is because the SIM card is diverting the dialing commands away from the local mobile operator. The SIM card disallows making calls on the local mobile operator; it allows only incoming calls (call back calls).

Emergency number dialing: The GSM standard for emergency service number is 112. This dials normally on the network (even without a SIM card in the phone), and the ShuttleSIM does not interfere with this at all. The same applies for 911 and 999 emergency numbers.

## 3 Receiving Calls

The ShuttleSIM number is a UK-based phone number. Give this number to anyone you wish to have call you. The +44 UK mobile number for the SIM card is printed on the card.

Additionally you can get a USA number by dialing "160" from the mobile phone. You will receive a SMS message containing the USA phone number. Calls can be received on either the UK number or USA number at anytime in any country; however there is additional cost for receiving calls on the USA number. Please contact your agent for information about the rates. It does not matter which Profile is active. Please see more details on Profiles below. The USA number remains assigned to the SIM as long as it registers on the USA network at least once every 60 days. If the SIM is not active on the USA network for 60 days, the USA number is recycled. If the USA number is recycled, dial "160" to get a new one which is sent to you by SMS.

If you forget the phone number, dial "133", and a message containing the UK phone number will be returned to your mobile phone, or dial "160", and a SMS message containing the USA phone number will be sent to your mobile phone.

## 4 SMS Messages

SMS messages should be sent to either the UK number or USA number, depending on which profile is active. Outgoing SMS messages are sent from the active profile. See more on Profiles below.

## 5 Checking Account Balance

Dial "187" to check your account balance.  
Dial "189" to turn on balance notification by SMS at the end of each call.  
Dial "188" to turn off balance notification.

## 6 Call Records and Account Information

To see your call records and account information (such as balance and payments), go to [www.shuttlesim.net](http://www.shuttlesim.net) and login with username = ShuttleSIM UK phone number and password = either the ShuttleSIM PIN if the PIN is not 0000 or the last four digits of the ShuttleSIM PUK if the PIN is 0000 or does not exist. The phone number, PIN, and PUK are printed on the plastic card of the SIM.

## 7 Recharging Your Account

Contact the agent who sold you the ShuttleSIM to purchase additional credit.

Or you can recharge your account online if you got the ShuttleSIM from Ecomarrier/Airello. Login at [www.shuttlesim.net](http://www.shuttlesim.net) and select Purchase > Create Purchase.

## 8 Data Service

Use the Global profile. Set the APN as "mobiadata". Username and password are not needed. Refer to the mobile phone's manual for data service settings.

## 9 Voicemail

Voicemail is automatically enabled on your account. An inbound caller will be directed to voicemail if you do not answer within 30 seconds or if your phone is switched off. You will be sent a text message indicating the presence of each voicemail. To retrieve voicemail, dial "121." Voice prompts will guide you to skip, replay, save and delete messages.

To control voicemail, dial the following:

- |       |   |
|-------|---|
| 121   | Access messages (plays in the order of last received) |
| 122   | Turns voicemail on                                    |
| 122xx | Sets the number of seconds xx before voicemail starts |
| 123   | Turn voicemail off                                    |
| 125   | Check settings (indicates your voicemail settings)    |

For setting and checking voice mail options, this will send a SMS message. If successful, you will receive a confirmation SMS message.

## 10 Forwarding Calls

Dial "102PhoneNumber" to forward calls to the specified phone number. PhoneNumber is <country code><city code><local number>. You will receive a confirmation SMS message if successful.

Dial "103" to turn off call forwarding. You will receive a confirmation SMS message if successful.

## 11 Conference

Additional parties may be added to a call to have a conference call. To add someone to a call (once you are already connected to one or more parties), dial "#\*3" (you must press Send even though you are in a call already), hear a prompt for the destination number, and enter the destination number.

## 12 Profiles

The SIM card has three Profiles or Roaming Services. If you are prompted to select your location when you turn on the phone, you do not need to set the profile.

To swap between Profiles find "SIM Services" or "SIM Menu" in the phone menu. (It may be in Applications, Office Tools, Services or similar menu.) Then select "Roaming Services" and select the required profile and save it.

1. Global Roaming: Use this when in all countries except USA and Italy.
2. USA Service: Use this in USA and Canada only.
3. Prime/Italy Roaming: Use this in Italy only.

The default Profile is Global Roaming.

The outgoing Caller ID sent to the called party will be determined by whichever profile is active. Global Roaming and Prime/Italy Roaming present the UK number as the Caller ID. USA Service presents the USA number as the Caller ID.

## 13 Troubleshooting

### Cannot make calls

1. Confirm that the mobile phone is getting a network signal and is registered on the network. If you know that mobile services exist in the area but a network is not available, it is possible that the ShuttleSIM service is not available in this country. Please see the FAQ at [www.shuttlesim.net](http://www.shuttlesim.net) for the list of countries where the ShuttleSIM service can be used.
2. Confirm that your account has enough money to make calls.
3. Confirm that the correct Profile is active. Use USA Service in USA and Canada only, Prime/Italy Roaming in Italy only, and Global Roaming in all other countries.
4. Dial +PhoneNumber# if +PhoneNumber does not work. PhoneNumber = <country code><city code><local number>. Do not use international prefix such as 00 or 011.
5. Try changing mobile networks. Refer to the mobile phone's manual for instructions on selecting the network manually.

### Poor voice quality

1. Ensure you have a proper signal.
2. If you have good signal, the line may be at fault, and you should hang up and redial. If that does not resolve the problem, try changing mobile networks. Refer to the mobile phone's manual for instructions on selecting the network manually.

## 14 Summary of Shortcodes

- |       |   |
|-------|---|
| 102   | Turn call forwarding on (dial 102Phonenummer)         |
| 103   | Turn call forwarding off                              |
| 121   | Retrieve voicemail                                    |
| 122   | Turn voicemail on                                     |
| 122xx | Sets the number of seconds xx before voicemail starts |
| 123   | Turn voicemail off                                    |
| 125   | Get voicemail status                                  |
| 133   | Get your mobile number                                |
| 187   | Get account balance                                   |
| 188   | Turn off SMS balance notification                     |
| 189   | Turn on SMS balance notification                      |
| 160   | Get USA phone number                                  |
| 170   | Deactivate USA phone number                           |

The short codes are the same whichever profile is active. Some phones require shortcodes to be dialed in the format \*...#. For example, if dialing 187 does not work, use \*187# instead.