

# International Sim Card User Guide



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[www.buktel.com](http://www.buktel.com)

**Thank you for choosing BukTel SIM**

You can now connect over 200 countries and receive FREE\* incoming calls over 72 countries.

Please read the user guide before using your BukTel SIM

Further details are available on  
our website at : [www.buktel.com](http://www.buktel.com)

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## BukTel Smart SIM+ Quick Start Guide

### 1 Installation

1. Break out the Smart 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).
4. If you are prompted to select your location, select "Italy" when in Italy or select "Global" when in any other country. Ignore all other options. "" indicates the current setting.

Note: For Smart SIM 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.

### 2 Making Calls

#### Call back

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

#### Using the Smart SIM to receive the call back call

The Smart SIM will carry the call while roaming. The default call back number of the Smart SIM is its phone 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#.

2. After dialing the number, there will be a slight pause, as the Smart SIM service rings you back to connect your call. Answer the call normally. Ignore any error 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 Smart SIM's phone number or alias phone 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 back call

The Smart SIM 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 Smart SIM. The cost of the call back leg would be the cost for the Smart SIM 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 Smart SIM. You can use the Rate Calculator on [www.buktel.com](http://www.buktel.com) to check which way is more economical.

1. Key in the number you wish to call. Use the format +Call Back Number\* Destination Number # where Call Back Number is <country code><city code><local number> of the phone or SIM where you want to be called back, and Destination Number is <country code><city code><local number> of the person you wish to call. For example, +14165521234\*19059481475#.
2. When the Smart SIM service calls your phone or SIM, answer the call normally. Ignore any error messages the phone may display during this process.
3. Wait a moment for the call to be connected to the destination.

If you want to receive the call back call at a hotel room, use +Hotel PhoneNumber\*RoomNumber\*Destination Number#, and the Smart SIM system will play "Please connect this call to" "<Room Number>" when it calls the hotel.

The call back number setting remains in effect 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 +Destination Number #, 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 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 Smart SIM's phone 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.

+CallBackNumber\*ExtensionNumber\*DestinationNumber#: This sets the CallBackNumber and ExtensionNumber as the registered call back number and then initiates the call to the CallBackNumber, plays "Please connect this call to "<ExtensionNumber>", and initiates the call to the DestinationNumber.

+CallBackNumber\*ExtensionNumber\*#: This sets the CallBackNumber and Extension Number as the registered number.

### 3 Receiving Calls

Give the Smart SIM's phone number or the Smart SIM's alias phone number to anyone you wish to have call you. The Smart SIM service routes the incoming call to your registered call back number, which may be the Smart SIM phone number or another phone or SIM.

This function can be considered as a call forwarding function. People just need to remember your Smart SIM's phone number or alias 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 Smart SIM service will forward the call to that number when someone calls the Smart SIM's phone number or alias number. The cost of the incoming call would be the cost for the Smart SIM 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 Smart SIM. You can use the Rate Calculator on [www.buktel.com](http://www.buktel.com) to check which way is more economical.

**Note: There is additional charge for receiving calls on the alias phone number. US\$0.46/minute is added to the standard incoming rate.**

### 4 Voicemail

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

To listen to voicemail:

1. Call +14168401539 from the Smart SIM or any other phone.
2. When prompted with "Mailbox?", input the Smart SIM's phone number and #.
3. When prompted with "Password?", input the Smart SIM's PIN if there is a PIN or the last four digits of the serial number if there is no PIN and #.
4. Follow the prompts.

### 5 SMS Messages

Give the Smart SIM's phone number (not alias phone number) to anyone you wish to have send messages to you. Use the format +DestinationNumber to send SMS messages.

### 6 Checking Account Balance

Dial +108# to check your account balance. If the phone is not compatible, dial +108\*# instead.

### 7 Recharging Your Account

You can purchase additional credit from the Smart SIM vendor.

### 8 Viewing Call Records and Other Account Information

Login at [www.buktel.com](http://www.buktel.com) with username = [Smart SIM's phone number] and password = [Smart SIM's PIN if there is a PIN or the last four digits of the serial number if there is no PIN] to see the call records and account details and rates.

### 9 Troubleshooting

1. Confirm that the Smart SIM service is available in your location. See the Rate Calculator at [www.buktel.com](http://www.buktel.com) for the list of countries where the Smart SIM service can be used.
2. Confirm that the Smart SIM 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.
3. Confirm that you dialed +DestinationNumber#. (DestinationNumber = <country code><city code><local number>.) Do not use international prefix such as 00 or 011.
4. Select another network manually. Note that different networks in a country may have different rates.

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