



WELCOME TO GVC

USER GUIDE



Getting Started

The enclosed SIM card connects you to the GVC global network. Break out the SIM card from the plastic card - Then insert this SIM card in your phone.

Please note that this sim card is fully compatible with all handset models.

Switch your phone on and you should now be on a mobile network. If yes, then call your sim number from another phone as a quick test.

Receiving Calls

Your GVC card has two numbers, a UK +44 number and a US +1 number. Calls can be received on either of these numbers at anytime in any country. It does not matter which Profile is active. Please see more details on Profiles later.

Making Calls

Your GVC™ card has US number, Calls can be received on these number at anytime in any country. It does not matter which Profile is active.

Dial the number in full international format eg: (+4412345647890#) followed by the # sign. Then press Send.

1. You will see the message "Callback in progress to 4412345647890.
2. You will then receive an inbound call.
3. Answer the call - wait for a few seconds and you will be connected to the person you called.

If you want to regularly call a person from the Contact list in your phone then add the number followed by the # sign into the Contact list.

Be patient as sometimes the connection, depend on the network, can take up to 30 seconds.



Quick Access Codes

- *141# - balance check
- *142# - list of numbers assigned to the SIM card
- *144*<voucher_number># - voucher recharge
- *149*<MSISDN_of_SIM>*<amount_to_transfer># - funds transfer
- *150# - mobile data service on/off
- *156*<forwarding_number># - Forwarding on
- *157# - Forwarding off

Top Up Credit

Log in as usual through our website.

sim.globalvoiceconnect.com Your credit is added instantly on payment.

Voicemail

Voicemail is automatically enabled on your account. An inbound caller will be directed to voicemail if you don't 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 control voicemail, you have these options, Dial:

- *151# - VoiceMail check
 - *152# - VoiceMail on
 - *153# - VoiceMail off
 - *155# - VoiceMail status
- Remember to always insert the # key after each short code.

Text Messaging

Your GVC SIM card fully supports standard text messaging (SMS) for incoming and outgoing messages. To send a text message, write your message as normal. The message will be sent from whatever profile you have currently active. See more on Profiles later. Texts are received when sent to either your UK or US number. You do not have to enter # after the number when texting.

Call forwarding

You can redirect calls from your existing mobile to your GVC SIM number so you never miss a call while you are away. You can also redirect your GVC SIM number to any other numbers. Refer to our website for full rates.



Data settings

In order to use Data you have to define an Access Point on the mobile Device

1. Create a new APN and enter a name in the "APN Name" field. For example "GVC"
2. In the field "APN" enter **globaldata**
3. Save and exit (User, password, etc... are not required).

GVC card fully supports data services including sending and receiving Email and web surfing. By default, your SIM card is shipped with data services enabled. If you do not want your data services enable, please sent us an Email requesting to disable it. You can only use data services on Global Profile or while in Italy you must use Prime Profile for both voice and data.

All data sessions are rounded up to the nearest 10KB value. So a session that used 146,347 Bytes will be billed for 150KB. Warning and Lock triggers notifications are generated if the warning level is crossed due to data services consumption, same as voice services. Your data session is terminating automatically when your airtime credit is below \$5 and you will not be able to start new session until you add more airtime credit.

Please note: Some smart phones keep data sessions alive, even if the applications that require data usage are in the background. Some web pages or sites refresh automatically and this will consume data even if you are not aware of it. You are strongly encourage to switch off or disable data usage for all automatic polling services and those applications that may use data while they run in the background.



Troubleshooting

Cannot make calls

1. Check to make sure your SIM card is properly installed.
2. Make sure you are getting a signal.
3. If there is no coverage (network not available) yet you know mobile services exist in the area
It's possible that GVC SIM does not have roaming agreements in that country.
4. Make sure you have credit in your account allowing you to make calls or receive calls
Credit is required in your account to receive inbound calls for non free roaming countries.

Make sure your SIM card is properly installed. You must have unlocked GSM phone to GVC card, and the phone should support the network frequency. In Japan and South Korea you should have a 3G phone.

Make sure you are getting a network signal. Sometimes the network connection got lost. Take the battery out for a minute and put it back in. That should renew the network signal. If that did not help, find the network menu on your handset, select the "search network manually" option, and select a network with good signal from the list of networks. If you still cannot find a network, and you have the original SIM from your carrier with you, try to insert it, and see if you can get a network signal. If you are getting a network signal, it is possible GVC does not have a network agreement with the network in your area.

If there is no coverage or network not available, yet you know mobile services exist in the area. It is possible that GVC does not have roaming agreements in that country. In USA we have agreements both with AT&T and T-Mobile.

Make sure you have credit in your account allowing you to make calls or receive calls. Credit is required in your account to receive inbound calls for non free roaming countries.

GVC card may be incompatible with certain handsets in its default mode. In some SIM card versions there is an entry for "Callback Application" in the SIM Menu. This will normally have a * digit before it to show that the Application is functioning correctly. If it has a \ digit in place of the * this means that the handset does not support the special Callback Application that is loaded onto GVCcard. If you suspect that there are handset compatibility issues then it is necessary to dial a # after the telephone number when making a call. Do not however go into this menu and deactivate the Callback Application.

Cannot make calls in USA

1. Verify on the "Select Location" (sometimes called "Roaming Services") application, under the "Profile" (Sometimes called "SIM Menu") menu on your phone, you are set to "USA".
2. Your SIM card is working on any GSM or 3G network. However, in USA T-Mobile is the preferred network and it is highly recommended to switch manually to T-Mobile network. The "network selection" menu is usually under Settings --> phone settings, or something similar, depending on your phone.



Preferred Networks

In some countries it is better to use the following preferred networks to get the best reception quality. Follow the above instructions how to switch networks manually. When you leave a country in which you searched for a network manually, don't forget to set your phone back to automatic detection of a network, so it will find a network automatically on your next destination.

1. **USA:** T-Mobile
2. **France:** SFR or Orange
3. **Russia:** MTS, Baykalwestcom or Beeline (must select one of them)
4. **Ukraine:** Kyivstar or Life (must select one of them)
5. **Kuwait:** KTC (must select)
6. **Italy:** TIM (must select)
7. **Japan:** DoCommo (must select)
8. **Canada:** You can work either on USA or global profile. USA profile has substantially lower rates, on Rogers network only. With 3G phones you can get substantially lower rates on global profile as well, only on Bell Mobility network
9. **Israel:** Cellcome

Call quality issues

In the unusual event that the quality of your call is poor, ensure you have a proper signal. If you have good signal the line may be at fault, please hang-up and redial. If that does not resolve the problem please try changing mobile networks. Refer to your handset manual for instructions to do this.

Cannot send Short Text Messages (SMS)

The SMS settings on your phone might be incorrect when the phone does not write correctly the SMS-C number from the SIM into the phone. The SMS-C can be manually updated with the following steps. It is general Instructions which might be slightly different on your phone.

For "Global Roaming" SIM profile:

1. Go to the "messages menu"
2. Select "message settings"
3. Select "text messages"
4. Select "default profile"
5. **On the "Message Center Number" key EXACTLY: +39335884000002**
6. Save everything
7. Restart the phone
8. Send a test SMS in the format +country-area-number. For example +447700099999

For "USA Roaming" SIM profile:

1. Go to the "messages menu"
2. Select "message settings"
3. Select "text messages"
4. Select "default profile"
5. **On the "Message Center Number" key EXACTLY: +19402389333**



Further Support

- Escalation Procedure

 - Any available First Level: Technician

- **Business Hours**

 - (09:00 to 20:00 Monday to Friday and Saturday 09:00-13:00 EST)

- **Please open a trouble ticket sending an email to:**

 - support@globalvoiceconnect.com or in the support area in www.globalvoicesim.com

 - Or call us: +1 754.229.4002 Option 2

- **After Hours–Weekends and Nights**

 - Please open a trouble ticket sending an email to: support@globalvoiceconnect.com

 - In the support area in www.globalvoicesim.com open a trouble ticket

 - Chat support go to www.globalvoicesim.com