Activating your Sim card

When you receive your Sim place it into an unlocked phone. The phone will automatically take a minute to find a network and then activate itself. Once activated, an incoming SMS will arrive within 60 seconds indicating your Sims telephone number.

Your phone number can be viewed again by Dialing *030#
Sim balance can be checked by dialling *000#

Activating in Italy
In Italy your Sim may not activate automatically, if activation fails the Sim will need to be activated manually:

Main Menu > Profile > Select Location > select: "PRIME"
(It may then be necessary to reboot your phone)

After 1 minute your phone will register with an Italian network.

Registering your Sim online

Go to the www.gymsim.com home page and click on **Register**. You will be taken to the login page & then to the **Register your Sim card** page.

Registration requires your Sim's 19 digit ICCID number and its PUK code, both of which can be found on the Sim card holder.

How to Dial numbers

Always dial numbers in the full international country code format, starting with + (Do not use 00)

Dialing examples:
Local French no: 0624 2222 111 becomes: +33 624 2222 111
Local USA no: 1 954 2222 111 becomes: +1 954 2222 111

How to make outgoing Calls

Method 1 **Dial Normally**	Method 2 **# Dial**
1. Dial the destination number normally - Then call. (Ignore any "Call Blocked" messages. *See below for Nokias)	**1.** Dial destination number - **Adding a # at the end** - Then call. (Example: +447872222111#)
2. Phone will pause for 5 seconds.	**2.** Phone will display: **Requesting** for 5 seconds.
3. Phone will display: **Callback Requested** for 10 seconds.	**3.** Phone will display: **Callback Requested** for 10 seconds.
4. Your phone will now ring: Answer this **Callback**.	**4.** Your phone will now ring: Answer this **Callback**.
5. You will now be connected to the destination number.	**5.** You will now be connected to the destination number.

Advantages	Disadvantages	Advantages	Disadvantages
• Easy dialing	• Reduced phone compatibility • Possible "Call Blocked" message	• 100% phone compatibility • Good on screen information	• Need to save contacts with a #

*Nokia phones: If you are unable to view the "Callback requested" message - then Push the "End Call" immediately after making a call.

"Dialing normally" is not compatible with all phones. If the Call-back does not occur with Normal Dialling, then you will need to # Dial instead. Also, when calling, if you hear a voice message indicating "Calls from this phone are barred" then you will also need to # Dial.

It is critical to receive the "CALL-BACK", Without it a call connection cannot be made.

Sending Text Messages

**It is critical to dial using the international prefix +
(Do not dial using 00 .** Do not place a # in the number)

• Depending on the network used you may not be able to send a full page of text or more then one page. If a text fails to send, reduce the text to a single page. Also delete a few words and try to send again.

• If all outgoing texts always fail, check that your phones "Message Center Number" is: +393358840000002

• Note: Sending text messages internationally, and texting while roaming is problematic for all networks. All crew should be careful of relying on texting while roaming.

Voicemail

Voicemail is active by default. It can be accessed by dialing service code: *020# or by calling your own Gymsim number

• Gymsim uniquely does not charge crew to receive voicemail messages - All other providers charge for this roaming service. (The cost of listening to your voicemail is shown in the rates.)
• With some Nokias, it may seem impossible to input the voicemail menu options. Solution: Call voicemail, when the "Calling Voicemail" message appears, quickly clear the screen by pushing the "Exit/Clear" or "End Call" buttons.
• Vodafone Spain clashes with our service codes - thus to access voicemail crew will need to call their own Gymsim number. Depending on your phone, it may also be possible to dial 020 without the * or #.

Low Balance

When Sim balance drops to approximately €1.00 a Sim will not be able to make or receive calls or Texts. Voicemail will also not function.

Recharging Balance

Go to www.gymsim.com and purchase Sim Top-ups online using a Visa or Mastercard. Top-ups are added directly to the Sim balance when purchased. Auto-top-up is also available.

Service Numbers

*000#	Check Balance	*021#	Turn Voicemail ON	*102 (number) #	Call Divert ON
*017#	Call Cost SMS ON	*022#	Turn Voicemail OFF	*103#	Call divert OFF
*018#	Call Cost SMS OFF	*030#	Show my Number	112	Emergency Services (In any country)
*020#	Voicemail	*040#	Customer Support		

Troubleshooting

Phones

Sim Locked Phones
It is necessary to use your Gymsim in a Sim-unlocked phone. Most phones when purchased from a network will be "Sim locked", that is a Sim from a different network cannot be used in the locked phone. If you put your Gymsim card into your phone and get the following type of message then your phone is locked: *Subsidy Lock, SIM not valid, Phone restricted.*

Your phone can be unlocked by:
• The phones network provider.
• At many independent phone stores.
• At specialist online unlocking websites.

It is also possible to purchase phones that have never been locked to a network, these phones are best as they are also free of any bloating and disrupting network software.

Phone Compatibility
Your Gymsim is compatible with most GSM phones around the world, however due to software incompatibilities within the GSM framework and network bloating software, it is not possible that all phones are compatible with all Sim cards. With Gymsim an incompatible phone can cause a variety of issues, from the phone not functioning at all or it keeps crashing, to the phone not being able to trigger the callback using either Direct Dial or # Dial and generates error message messages like "USSD Failed". It will be necessary to use a different phone.

Tri Band/Quad Band
It is essential to use your Gymsim in a Tri-Band, or Preferably Quad-Band phone for total global coverage. If your phone does not have the correct frequency bands for a country then it will not be able to connect to the local networks.

If your phone is not Tri or Quad-band, and if it was bought in Europe it will not work in the USA, Canada, plus a few Caribbean Islands and visa versa if it was bought in the USA or Canada it will not work in Europe or the rest of the world.

"Local" Modes
Your Gymsim has the ability to become a local Sim when entering certain countries. When in local mode your phone will not use the Callback mechanism, using DirectCall instead and rates will be reduced.
Local Mode countries: UK, Canada, Mexico, USA - Including: Puerto Rico, US Virgin Islands (Also covering much of the UK Virgin Isalnds), Guam , North Marianas Islands.

The switch will occure Automatically in the UK, but in the USA A manual switch will be required:
> Phone Main Menu > Profile > Select Location > Change from "Global" to "USA".

Networks

General Roaming Information
Reliability of your service depends heavily on the reliability of the network your phone is using when roaming. Networks are not all equal, network reliability is not the same between countries, between networks in the same country or even between antenna base stations of the same network

• Most reliability problems are caused by local networks.
• The more 3rd world the country, the less reliable its networks.
• Even the most reliable 1st world networks can have problems with their roaming signalling platforms, causing temporary issues to any foreign phone roaming on their network.
• Network reliability will change depending on your location in a country, not all base stations are equal on the same network.
• Reliability will change depending on the volume of call traffic, during peak calling periods or during festivals, events & shows.

Please note, due to the complicated processes behind roaming, any roaming Sim will always be slightly less consistant then that of a local Sim.

Phone wont connect to a network
Turn your phone off and take out the battery - It may be necessary to leave the battery out for 4-5 minutes and to also take out your Sim card. Turn on your phone. This will clear the phones network memory. If the phone is off for 4-5 mins it also separates your phone from the local network base stations, thus giving your phone a fresh start to clear any problems and re-connect to a network.

The Callback fails
This is usually temporary and happens when the local network signalling is inconsistant or it has overloaded call traffic. Either try the call again, wait for signalling to improve and try again, manually change network to find one more reliable or use the Direct Call method. Please read "Done or Result Unknown" regarding some networks that do not support USSD.

Incoming call problems
If incoming calls seem to regularly not reach your phone. Treat as above in "Callback fails".

Error Messages
• **Network Problem:** This is usually a temporary error caused by too much call traffic on the local networks base station or by a signalling error. Try the call again, or change network

• **Done** or **Result unknown:** The local network does not support the callback trigger, please change network or use Direct-Call.

For a fast solution to any problem, it is critical to report issues immediately to support@gymsim.com. Please detail as much feedback as possible including: All information regarding the nature of the issue, any error messages, country location, the network being used