



USER GUIDE

Getting Stared:

1. When you receive your NRMA Global Sim Card make sure that it has not been damaged in transit.
2. Carefully remove the Sim Card, making sure you remove as a Standard Sim or Micro Sim (handset dependant), install Sim Card into your unlocked Mobile Phone or Mobile Smartphone.
3. Login to **"My Shop and Mobile Account"** then using the username and password you selected on purchase, log in and click on **"Your Mobile Account"**, then using the drop down box marked **"Options"** Click on **"Edit"**. From here you can activate your Sim card. To activate tick activate and **"Click on Edit"** your Sim Card has now been activated (this may already have been done prior to shipping)
4. Switch on your unlocked handset (always make sure your handset is set to **automatic search** and not manual search, otherwise the multi-imsi application cannot do its work), your handset will automatically register on the default Mobile Network of the country you are in. It may take a while for your Sim Card to locate and register onto the roaming network, please be patient. If the Sim Card does not register turn off and reboot.
5. Once the network has been found check that the screen has the name NRMA alongside the name of the Mobile Network you are roaming on. You are now ready to go.

Important Note: When travelling to **Canada, Japan or South Korea**. These countries/networks use 3G service only. A 3G enabled handset is required. Quad Band, Tri-Band and Dual Band GSM handsets will not work unless they also support 3G. For best results while roaming in **USA**, 3G supporting 1700 MHz handsets are highly recommended. Please check all GSM frequency bands on website. It is recommended that when travelling from country to country you **turn off** handset and do not set to flight mode.

Making Outgoing Calls When Roaming:

NRMA Global Sim uses the voice Call-Back system. Instead of allowing direct calling and being charged by the Visiting Mobile Network Operator, Call-Back is utilised in order to give the user much lower calling costs.

1. To make a call the user must first dial the required number, while always using the full international country code, i.e. calling from overseas back to a mobile or landline in AUS, the user must call 0061xxxx or +61xxxx. Press **"Call"** or **"Send"**.
2. The handset will then hang up, the user may or may not see a message saying **"call not allowed"** or **"please wait"**, this message is handset dependent, please ignore message.



3. After 7 or 8 seconds the user's handset will call the user back, the user will answer as normal.
4. Once answered the user will hear a voice message saying "your call is being connected", your call will then be connected to the party called.
5. On rare occasions, a user may have trouble with the auto Call-Back connection method. In this case please dial via the "NRMA Sim Tool Kit Menu" or dial ***111*destinationnumber#send**, always using full country code, if problem persists please contact NRMA Admin quoting your handsets make and model and IMEI number, you will find the IMEI number inside of your battery housing of by dialling ***#06#** from your handset.
6. When making calls using the NRMA VoIP Application there will be no Call-Back, just use your phone as normal "dial using full international code, wait and you will be connected". When roaming in the USA the user will not need to use the Call-Back facility, all calls made from the USA will be direct dial, there will be no extra charge for this service.

Note: All calls are billed per minute from first connection, i.e. from the time the Call-Back is answered and accepted by user. If the mobile network your Sim Card is roaming on cannot send us the Call-Back in the normal way, it will, very rarely be sent to us by 'SMS protocol'. (This does not affect how you make or receive any calls). When this happens NRMA are charged extra to receive the call, if this happens the user will be charged an additional one off connection fee of \$0.30 in AU \$0.60 ROW. Unfortunately, how the call is controlled by the roaming mobile network operator is out of our control.

Receiving Calls When Roaming:

1. NRMA users answer calls as they would on their regular mobile. When answering calls the user should always be aware of the cost when roaming. Please see all of our incoming call costs situated within the rate calculator.
2. Some countries charge considerably more when roaming on their network than others, this is known as an IOT (Inter Operator tariff) these charges are unavoidable and are therefore passed directly onto the user without benefit to NRMA.
3. There are no incoming call charges or IOT charges when receiving calls via the NRMA VoIP Application, if you own a Smartphone and have an internet or Wi-Fi connection you can roam for **FREE**, globally.
4. If you have multiple numbers on your card, you need never miss a call, as all numbers are active all of the time.

Call Off-Load:

This service is the landline or mobile Call-Back (also known as Call Off-Load). The idea which prompted this feature is the fact that traditional Call-Back can be expensive in some countries



where inter operator termination (IOT) costs apply, so instead of getting called back on the NRMA Sim, NRMA allows customers to be called back on a local landline or mobile. For example, a customer in India who would want to call Russia, is now able to request a Call-Back to their direct line at their hotel in India, NRMA then connects the call to the intended destination in Russia. The call is triggered using the users NRMA Sim, and is billed to the customer's mobile billing account.

Call Off-Load Set Up:

Making cheap calls using Call Off-Load:

1. **Call *110*callbackDestinationNumber*callDestinationNumber#Send**
2. Call-Back Destination Number = number where the person initiating the call wants to be called.
3. Call Destination Number = number that the person initiating the call actually wants to call.

Once the landline or mobile rings at your destination, answer the call as normal, you will then be connected to the number you are calling. Your billing cycle starts once you answer the Call-Back.

Call Forwarding:

NRMA's call forwarding service uses advanced technology in order to optimize the cost of Call Forwarding. Like most GSM networks, NRMA's unconditional Call Forwarding (CFU) or on no response (CNFR), is charged to the user at the regular cost to terminate the call to the forwarded destination, but unlike most cellular or Roaming Sim providers, NRMA's Call Forwarding does not charge the cost of a standard roaming incoming call, instead you only pay the termination cost.

You can activate/deactivate Call Forwarding for free, either from handset or your on-line account.

From Handset:

1. Activate Call Forwarding on no response: ***114*number#**
2. Activate unconditional Call Forwarding: ***115*number#**
3. Check Call Forwarding status: ***116#**
4. Deactivate Call Forwarding: ***117#**

From User Account:



1. Login to **"My Shop and Mobile Account"** then click on **"Your Mobile Account"**
2. Select the correct account, if you have more than one account registered.
3. Select **"Options"** then **"Edit"** enter call forward number and click **"Edit"**
4. Enter the number to forward all your mobile calls. I.e. US number 1202595xxxxxx or UK number 44741850xxxxx. Do not use ++ or leave spaces, always make sure the number you are forwarding to is correct. To turn off Call Forwarding clear number and click **"Edit"** or dial ***117#** from your handset.

Top-up Your Handset:

1. Login to **"My Shop and Mobile Account"** using your NRMA Global Sim username and password, you selected on purchase, then click on **"Your Mobile Account"**
2. When you are logged in to **"Your Mobile Account"** click on **"Options"** then **"Edit"**.
3. Click on **"Top Up This Mobile Account Here"**
4. Select a Top-up amount to the value of \$50, \$100, \$150, \$250 or \$500.00, click buy now, you will then be redirected to the credit/debit card payment page (you **do not** require a PayPal Account to use this service), enter all card details and purchase, once your payment has been authorised your account will automatically be credited with the requested amount.
5. When your account has been topped up you will receive an SMS showing the purchased amount, time and date, total balance and payment verification code. You will also receive a Pin Top-up number within the SMS, if your auto Top-up has for some reason failed to register please insert number manually via the NRMA Sim tool kit, this can be found within the handset menu or by dialling ***302* enter voucher number#send**. Receipts for payments will be sent to the registered users email address.
6. Use the speedy Top-up service found on website. Top-up starts from \$50, when using speedy PayPal Top-up.

Note: Smartphone users who wish to Top-up on the move can download the My NRMA Application. Internet or Wi-Fi connection required.

Auto Top-up:

1. Login to **"My Shop and Mobile Account"** using your NRMA Global Sim username and password, sent to you on purchase.
2. Click on **"Options"**
3. Click on **"Manage Auto Top Up"**
4. Click on **"Add"**.



5. Add your credit or debit card details and select the amount of required Top-up, (between \$50 and \$500).
6. When your balance falls below \$10.00 you will automatically be topped up by the amount selected. Auto Top-up can be enabled or disabled as and when required.
7. On Top-up you will receive a free SMS and email with approved authorisation code.
8. If your card is declined for any reason you will be sent a free SMS informing you that your purchase has not been authorised.
9. Top-up transactions can be verified by clicking on the **"Top-up Log"** found in your online account under **"Options"**.

Note: Please be aware that you can only register one credit or debit card per Sim card.

Voicemail:

NRMA Voicemail can be accessed by various means.

1. Dial **605 "send"** from your handset, after a few seconds your handset will ring, answer and listen to your messages, the regular rate will apply, see rate calculator.
2. Listen to your Voicemail for **FREE**; via your NRMA VoIP App. Dial **605 "send"** (direct no Call-Back).
3. NRMA includes a **FREE** web-based visual voicemail interface, so that you can check your voicemail from any computer with Internet connection via your online account.
 - a. Login into My Shop and Mobile Account, using the details you registered with.
 - b. Click on Your Mobile Account.
 - c. Select a SIM Account ID (for multiple Sim Card account holders only)
 - d. Click on Go To Account.
 - e. Click on Options.
 - f. Click on voicemails.
 - g. Listen to your voicemails.
4. You can choose to have voicemails forwarded to you via email; you can listen to them from within your regular email client.

Note: *Coming soon.

Check Your Account Balance-Numbers:

1. Go to the Menu in your handset or Smartphone and locate the NRMA Sim Tool Kit. This is handset dependent, so you may find it under "Settings" or "Applications".
2. Click once, you will be taken to, **"My Services"**, click once, under the sub menu you will find **"Check Balance"** or **"My Numbers"** click once, your balance or number will be displayed on your screen.
3. Dial ***301#send** from your handset, your balance will be displayed on your screen.
4. Dial ***113#send** from your handset, your mobile numbers will be displayed on your screen.



5. Download the "My NRMA Application" and check your full account status.

Note: This service is free of charge.

Set Up Mobile Data:

Setting up Mobile Roaming Data could not be easier, just follow these simple steps and you will be mobile surfing in minutes.

1. Install Sim Card into an unlocked Data enabled mobile handset-device.
 2. Check the Data rates for best priced roaming network of the country you are in.
 3. If the best priced mobile roaming Data network has not been automatically chosen, then manually choose.
 4. Once the network has been chosen, go into your handset-device menu and select "Settings", select "Wireless and Networks", select "Mobile Network Settings", select "Access Point Names", select "New APN". Fill out the details as you see them on the handset screen.
- **Name:** NRMA Global Sim
 - **APN:** openroamer.com
 - **Proxy:** (Ignore)
 - **Port :** (Ignore)
 - **User Name:** (Ignore)
 - **Password:** (Ignore)
 - **Authentication:** (Ignore)

Press Save and go back to home menu select "Settings" select "Wireless and Networks" select "Mobile Network Settings" activate "Data Roaming". Remember Data roaming can be very expensive, so please **DO NOT** forget to switch off "Data Roaming" when not in use. Once APN settings have been saved you can access your Data by activating "Data Roaming" as and when required. You can disable Data on request.

Sending and Receiving SMS:

1. Sending an SMS (texting) from your Sim Card is no different than sending from your standard operator, when sending use full country code followed by the recipient's number and press send. SMS is priced per operator; check the rates calculator for costs. The receiving of SMS is always **FREE**.
2. NRMA Global Sim SMS is limited to the standard 150 characters, if you go over the specified allowance you will be charged for sending two or more SMS texts.
3. When sending an SMS via the on-line portal or App, you must first drop the "0" in the receivers number and replace it with "1", when sending to an NRMA Global Sim US-



Canadian number, "44" when sending to an NRMA Global Sim UK number and "61" when sending to an NRMA Global Sim Australian number.

For example: When sending to 02025xxxxxx (US-Canadian number) replace the "0" with "1" (12025xxxxxx) and send. When sending to 07418xxxxxx (UK number) replace "0" with "44" (447418xxxxxx) and send. When sending to Australian number replace "0" with 61 (6188xxxxxxxxxx) and send. You will receive on-line confirmation when your SMS has been sent, i.e. "your text message has been sent".

There is no guarantee that your message will be delivered to the subscriber, as this depends on transmissions between third party mobile carriers in foreign countries over which we have no control.

Note: Anyone can send SMS for **FREE** via the on-line NRMA Global Sim SMS portal or from the My NRMA SMS Application (only applies when sending to NRMA Global Sim numbers).

VoIP:

Setting up VoIP on your Android Smartphone is as easy as One, Two, Three.

1. Establish Internet or Wi-Fi connection.
2. Register and download the NRMA VoIP Android application onto your handset.
3. Log-in using your username and password (provided by NRMA and found in your on line account), make and receive calls.

VoIP to VoIP on net calling is **FREE** and calls to other countries and networks start from as little as \$0.02 per minute and are always **FREE** to receive.

4. Non Android Smartphone Users: Users wanting to access and use the VoIP service can download and install various NRMA tested Softphone diallers from the website:

Once installed you will be required to insert the VoIP Sever address (NRMAvoip.net), and the VoIP username and password (you can find this in your online account).

Note: When making a call over VoIP always use the full country code followed by the recipient's number. VoIP calls are always direct dial i.e. no Call-Back.

Real Time Billing:

NRMA Global Sim uses a real time billing platform, accessed via your on-line account or by the "My NRMA Application". The billing platform tells the user what, when and where, i.e. what type of call or text, when the call or text was made or received and which country the call or text was made from or received in, and how much data has been used. You also have the ability to individually enable or disabled the Sim Cards, Voicemail, Data or VoIP..



1. Login to **“My Shop and Mobile Account”** using your NRMA Global Sim username and password you set up purchase.
2. Click on **“Your Mobile Account”** then **“Options”** then **“Call Log”** from here you can check all of your airtime usage.

Note: All billing data is set in AUD.

Online Support Ticket Support:

NRMA Global Sim Provides online support and automated Ticket Support.

1. For Ticket Support, login to **“My Shop and Mobile Account”** click on **“Support Tickets”** and follow the online instructions. Please try to leave as much information as possible, including the make and model and IMEI number of the handset you are using. We will endeavour to answer all Support Tickets within 24-48 hrs.

Note: Please use Ticket Support centre, emails left via contact page may take longer to answer.