



Getting Started

Receiving Calls

The SaverSIM REACH (SSR) card connects you to the Bruin global network. Break out the SaverSIM card from the plastic card - Then insert this SIM card in your phone.

Please note that the SaverSIM REACH is fully compatible with most handset models.

Switch your phone on and you should now be on a mobile network. You do not have to enter a PIN. If yes, then call your SSR number from another phone as a quick test to see that you can receive calls.

Receiving Calls

Your SaverSIM REACH 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. In the US calls are only free if received on the UK number.

The +44 UK mobile number for your SSR card is printed on the card. Additionally you will get an additional USA number if you wish to subscribe to the USA service. This is done by dialing the 160 short code from the handset, but be advised there is a charge if you activate the American profile of 1 GBP per month. Also if you are called on the US number - i.e. by someone in the USA – there is a charge of \$0.20 per minute. You will be texted your US number when you activate the profile. 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

Dial the number as normal, but in full international format e.g. +4412345647890. If you have issues with your handset dial the number as here and finish with the #. Then, in either case, press Send.

1. You will see a message saying "Please Wait" or "Call Not Allowed". This is quite normal.
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.

Quick Access Codes

102 Call divert on (To divert your calls dial: 102 number Send/Call)

103 Call divert off

121 Voicemail retrieval

122 Voicemail ON

123 Voicemail OFF

125 Voicemail status

133 Returns your mobile number

154 Customer service

187 Account balance

188 Switch off SMS balance notification

189 Switch on SMS balance notification

160 Activate USA Profile

170 Deactivate USA Profile

(Note that by deactivating the USA Profile you will lose your existing USA number).

It is recommended that you use the example format below for dialling short codes as some handsets use short codes for speed dialling.

Examples: *121# *133# *154#

The short codes are the same whichever profile is active.

Call History and Itemised Billing

To log-on to your account go to our website www.saversim.com and click calls on the top right.

You will then see a login box asking for Your User Name and Password. Your User Name is your UK roaming number, written like this, 447*24 xxxxx and your pass word is your 8 digit PUK number. This is found on the plastic card your SIM card came with. If you have lost your pin, please email info@bruincommunications.com

Top Up Credit

Go to www.saversim.com and click on Top up and input your number as above and then your PIN number 12345. Your credit is added instantly on successful payment. You can use Visa, MasterCard and Maestro.

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 retrieve voicemail dial 121 followed by the # sign.

To control voicemail, you have these options, dial:

- 121 Access messages (plays in the order of last received)
- 122 Turns voicemail on
- 122xx Sets the time interval in seconds before voicemail starts
(12245 = if no answer, voicemail begins after 30 seconds)
- 123 Turn voicemail off
- 125 Check voicemail settings

Remember to always insert the # key after each short code.

Text Messaging

Your SaverSIM REACH 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 SSR number so you never miss a call while you are away. You can redirect your SaverSIM REACH number to any landline number in the country you are staying in and then receive calls for FREE – this works in ANY country! Go online to www.saversim.com and log in by clicking on calls and using your number as username and your PUK as your password. Then go to incoming calls and set up the divert. Don't forget to take off the divert if you leave where the landline is!

Call Recording

To record any of your calls press # *1. Before you dial. To turn the recording feature off, press #*2.

Listening to recorded calls

Go to www.saversim.com and log in to your account as described above. Click on Billing and look at your calls. Locate the calls that was made and you will see a cassette icon. Click on this and your media player will open and the recording will start to play.

Conference Calls

You can use your SaverSIM REACH to turn any call into a conference call. Once you have the first person on the line, simply dial #*3. You will then hear a voice prompt asking you to enter a new number. Within a couple of seconds that person will be added to your conference call. Repeat this sequence to add and additional parties to the conference call.

Profiles

The SIM card has three Profiles.

- 1: Global Roaming.
- 2: USA Service
- 3: Prime Roaming.

“Global Roaming” profile should be active when in all countries except the United States and Italy.

“USA Service” should be active only in the United States.

“Prime Roaming” should be active only in Italy.

The default Profile is Global Roaming.

Changing Profiles

To swap between Profiles find “SIM Services” in the handset menu. Then select the Profile and save. It is then recommended that you restart the handset for the new Profile to become active.

Troubleshooting

Cannot make calls

1. Check to make sure your SSR 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 exists in the area, it is possible that SaverSIM does not have roaming agreements in that country. Check the list on the www.saversim.com website.
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.

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.

Further Support

Bruin Communications Ltd is committed to providing top quality Customer Support 5 days a week. Please feel free to email info@bruincommunications.com for a prompt response.