



EASY USER GUIDE

[Welcome to the world of affordable global roaming](#)
[Follow these simple instructions for full access to the features of your Buzzroam SIM Card:](#)

[This SIM card comes with a European mobile number \(+32\)](#)

1. Using your Buzzroam SIM Card will reduce your roaming expenses by up to 85%.
2. Make sure your phone is unlocked. See our [FAQ](#) for details.
3. Your SIM card needs to be activated. This can be done on the home page of www.buzzroam.com.
4. Remove your current SIM card from your phone & replace it with your new SIM, switch on your phone and enter the PIN code (found on the protective plastic surrounding your SIM card). Your phone will display the name of a mobile network. Example: Vodafone. It is then ready for use.

[Where is my new number?](#)

Your number is printed on the protective plastic surrounding your SIM card.

It is also located on your "My Buzzroam" account page.

You will find your new number, your PIN number as well as the PUK number on the protective plastic. (PUK stands for Personal Unblocking Key: If you have entered your PIN code incorrectly 3 times your SIM card will be blocked and you will be unable to make and receive calls/texts, to get back up and running you will need the PUK code).

[Are my contacts stored on my phone?](#)

Check if your contact numbers are saved on your phone by inserting your Buzzroam SIM. If you can see your contacts, your phone is ready for use. If not, see below.

[All my contacts are on my current SIM. How do I transfer them to my new SIM?](#)

The easiest way to do this is to go to the address book on your phone and find the function that allows you to copy all numbers from your SIM onto your phone. Do this now, switch SIMs and do the reverse. Copy all your numbers from your phone address book onto the new SIM.

Each phone is different so you should check the manual that came with your mobile phone or go to the website of your handset manufacturer to find out more details.

[How do I make/receive a call?](#)

To receive a call just answer the phone as you normally would. Don't forget to give your new contact number to your contacts.

To make a call, your Buzzroam SIM Card uses a process known as "call back". This means your phone calls you back once you have dialed the number you wish to call.

[Every time you make a call:](#)

1. Dial the number using the (+) sign, the country code e.g. 44 (UK) or 1 (US) and the number you wish to dial always dropping the first 0. (E.g. To dial a US number you will need to dial +1 xxx xxxxxx. To dial a Hong Kong number you will need to dial +852 xxxx xxxx)
2. Your phone will display a message, ignore it.
3. Your phone will ring within a few seconds
4. Answer the call and you are connected to the dialed party



[How do I send a text message?](#)

The same way you always have.

Write a message; choose the number of your contact in which to send the message. Don't forget to enter the number using the (+) sign and country code.

Receiving text messages to your new Buzzroaming number is free.

[Do I have voicemail on my SIM?](#)

Yes, your SIM service includes full voicemail features. You can hold "1" to access or dial 00 32 486 191996 or +32 486 191996 to set up a personalized greeting, check and save/erase voicemail messages.

[What do I need to do if the service does not work?](#)

Try switching the phone off and on again. Or choose a different mobile network by manually changing networks. Try to place the call again.

If it still doesn't work call our 24/7 support team for assistance.

[SIM reset & network selection](#)

If you are experiencing service issues we suggest that you perform a SIM reset and manual network selection. This does not affect your personal phone settings or phone contacts.

1. With your phone switched on, remove the battery
2. Remove the SIM card
3. Replace the battery without the SIM card
4. Turn your phone on
5. Wait 15 seconds and turn your phone off
6. Remove the battery and replace the SIM card and battery
7. Turn your phone back on

[Manual network selection](#)

In addition to the above SIM reset, we suggest you try to manually connect to an alternative network. Please refer to your mobile phone instructions for the location of this option in your mobile device.

[Can I make emergency calls?](#)

Yes, wherever you are in the world you may dial 112 to reach an emergency service.

[How do I check my remaining balance?](#)

On your account page, or send an SMS to the system number of "1966" with the message "bal" for Balance & the system will send an SMS back to you with the current balance. This service is free-of-charge.

[How do I refill my account?](#)

You can add airtime top up using your online My Buzzroam account



[Can I use my Buzzroam SIM card to browse the Internet from my phone?](#)

Yes. You need to update your settings from your phone with the following details.

APN: web.be
Username: web
Password: web

See our [FAQ](#) if you are not sure how to do this on your phone.

[Can I use my SIM card to receive and send emails?](#)

Yes. You need to use the following SMTP.

SMTP-server: mail.internetmail.be

[How do I add an additional number to my Buzzroam SIM card?](#)

Log on to "My Buzzroam" account, click on "Buy Additional Number", choose the country, area, and how long you want to rent the number, and proceed to checkout. You will receive an email confirmation and your new number will appear in "Manage My Numbers".

[How can I divert my existing mobile number to my Buzzroam number before I travel?](#)

To divert/forward all calls to your Buzzroam number on your mobile phone, use either the divert calls functions usually found under Settings / Calls on your handset; or enter the following codes in your handset before removing your regular SIM card:

To activate: **21* Your Buzzroam number # [SEND]

To deactivate: **21# [SEND] or ##21# [SEND]

If you have any problems, contact your local service provider as they control this function on your phone.

Please note that Buzzroam has no control of the cost for forwarding your existing number to your new Buzzroam number. We advise that you rent an additional number from your country of residence via "My Buzzroam" account, as it is usually free or very cheap to forward calls to a local number rather than an international number.

[Enjoy your savings!](#)