

EcoGSM Quick Start Guide

1.1 Overview

EcoGSM is designed for making low-cost international telephone calls.

Generally, SIM 1 slot is equipped with an EcoGSM SIM (SuperSIM) for GSM roaming, SIM 2 slot is to be used with a SIM from a local GSM operator, and SIM 3 slot is for use with another local SIM.

2 Cards Setup

The mobile phone can install at the same time three SIM cards, i.e., SIM 1, SIM 2 and SIM 3. Only one of SIM 2 and SIM 3 can be active. You can choose which cards to switch on. The off SIM card will be ineffective.

To access the card settings, select Menu > Cards Setup.

- Switch on Card1 and Card2
- Switch on Card1 and Card3
- Switch on Card1

3 Dialing a Call

In standby interface, input the phone number and press the dial key to dial a call. Use the left dial key  to call on SIM 1, or use the right dial key  to call on SIM 2/3.

Press the hang-up key to end a call.

4 Making Calls Using Call Back Operation

4.1 Call Back

SuperSIM uses call back operation to make outgoing calls. Generally call back operation works like this:

1. The caller initiates the call by sending the call back number and the destination number to the service provider somehow.
2. The service provider calls the caller at the call back number.
3. The caller answers the call.
4. The service provider plays a prompt asking the caller to hold or informing the balance.
5. The service provider calls the destination number and connects the two calls together.

The SuperSIM service can be configured to call back to the SuperSIM or to any other phone or SIM.

4.2 Automating Call Back Operation on EcoGSM

The mobile phone has special software that performs call back operation using EcoGSM SIM seamlessly and transparently on SIM 1. Just dial +DestinationNumber and wait for the call to go through. The mobile phone does all the call back steps for you. The mobile phone initiates the call by sending the destination number to the service provider by USSD or SMS, answers the call back call, and connects you.

To access the call back settings, select Menu > Settings > Call Setup > Convenience Dialing.

- Status: Enable or disable convenience dialing operation.
- SMS Call Initiation: Enable or disable call initiation by SMS if it fails by USSD.
- SMS Access Number: Set the access number for SMS call initiation given by the service provider. Use international format +<country code><city code><local number>.
- Admin: Reserved.

4.3 Using the SuperSIM to Receive the Call Back Call

The SuperSIM will carry the call while roaming.

The default call back number of the SuperSIM is its voice number.

1. Key in the number you wish to call. Use the format +DestinationNumber where DestinationNumber is <country code><city code><local number>. For example, +19059481475. Do not use international prefix such as 00 or 011.
2. After dialing the number, there will be a slight pause, as the SuperSIM service rings you back to connect your call. Wait for the EcoGSM phone to answer the call.
3. Wait a moment for the call to be connected to the destination.

Note: If you had previously set the call back number for a trigger call, you need to set the SuperSIM's voice number as the new call back number before making a call.

4.4 Using Another Phone or Another SIM in the EcoGSM Phone to Receive the Call Back Call

The SuperSIM can be used to trigger (initiate) calls with call back to another phone or SIM instead of to itself. This is useful when you travel to a location where you have access to a phone or SIM that can receive calls at low or zero cost, and this phone or SIM may be used to receive the call back call. You can register the call back number by dialing a command on the SuperSIM. The cost of the call back leg would be the cost for the SuperSIM service to call that phone or SIM plus the cost to receive a call on that phone or SIM. This may be less than the cost to receive the call back call on the SuperSIM. You can use the Rate Calculator on www.supersim.mobi to check which way is more economical.

Note that the transparent operation would not apply in this case. You would have to answer the call back call manually.

1. Key in the number you wish to call. Use the format +CallBackNumber*DestinationNumber where CallBackNumber is <country code><city code><local number> of the phone or SIM where you want to be called back, and DestinationNumber is <country code><city code><local number> of the person you wish to call. For example, +447624401234*19059481475. Do not use international prefix such as 00 or 011.
2. When the SuperSIM service calls your other phone or SIM, answer the call.
3. Wait a moment for the call to be connected to the destination.

The call back number setting remains until you set a new call back number. So the next time you want to make a call with call back to the current call back number, you can just dial in the format +DestinationNumber, and the system will look up the last call back number automatically.

4.5 Summary of Dialing Formats

+CallBackNumber*DestinationNumber: This sets the CallBackNumber as the registered call back number, which will be in effect until a new CallBackNumber is set, and then initiates the call to the CallBackNumber and the call to the DestinationNumber.

+DestinationNumber: This initiates the call to the registered CallBackNumber and the call to the DestinationNumber. (The default registered CallBackNumber is the SuperSIM's voice number.)

+CallBackNumber*: This sets the CallBackNumber as the registered number. This is useful in case you arrive in a new country and want to receive calls now but not make calls yet.

5 Receiving Calls on EcoGSM SIM

Give the EcoGSM SIM voice (phone) number to anyone you wish to have call you. The EcoGSM SIM service routes the incoming call to your registered call back number, which may be the EcoGSM SIM voice number or another phone or SIM.

This function can be considered as a call forwarding function. People just need to remember your EcoGSM SIM voice number and can reach you at any number that you want to forward it to. This is useful when you travel to a location where you have access to a phone or SIM that can receive calls at low or zero cost. If you set the number of

this other phone or SIM as the call back number, the EcoGSM SIM service will forward the call to that number when someone calls the EcoGSM SIM voice number. The cost of the incoming call would be the cost for the EcoGSM SIM service to call that phone or SIM plus the cost to receive a call on that phone or SIM. This may be less than the cost to receive the incoming call on the EcoGSM SIM. You can use the Rate Calculator on www.supersim.mobi to check which way is more economical.

6 Voicemail

Incoming calls are directed to voicemail when there is no answer or when the EcoGSM SIM is out of range or the phone is off.

To listen to voicemail:

1. Call +14168401539. You can call from the EcoGSM SIM or any other phone.
2. When prompted with "Mailbox?", input the EcoGSM SIM voice number. (You can press # at the end of the number to proceed to the next step immediately.)
3. When prompted with "Password?", input the last four digits of the EcoGSM SIM serial number.
4. When prompted with "You have x new messages", press 1 for new messages.
5. Follow the prompts.

7 Receiving SMS Messages on EcoGSM SIM

Give the EcoGSM SIM SMS number to anyone you wish to have send messages to you.

8 Checking EcoGSM SIM Balance

Dial *134*0# to check your account balance.

9 Recharging EcoGSM SIM

You can purchase additional credit from the agent who sold you the EcoGSM.

10 Viewing Call Records and Other Account Information of EcoGSM SIM

Login at www.supersim.mobi with username = EcoGSM SIM voice number and password = last four digits of the serial number to see the call records and account details and rates.

11 Troubleshooting

Cannot make calls

1. Confirm that the GSM phone is getting a network signal. If you know that mobile services exist in the area but a network is not available, it is possible that the EcoGSM SIM service is not available in this country. Please see the FAQ at www.supersim.mobi for the list of countries where the EcoGSM SIM service can be used.
2. Confirm that the EcoGSM SIM can register on the network. If not, it could have been deactivated due to zero account balance. Confirm that your account has enough money to make calls.
3. Confirm that you dialed +DestinationNumber not 00DestinationNumber. (DestinationNumber = <country code><city code><local number>.)

Please refer to the EcoGSM manual for more information about the mobile phone.

Specifications are subject to change.