



**GLOBAL ROAMING MEMBERSHIP**

# VIP TRAVELLER CHECK LIST & USER GUIDE

Global Roaming the Digital Swiss Knife  
3G MOBILE BROADBAND & WIFI HOTSPOTS AROUND THE WORLD  
DUAL NUMBER MOBILE SIM CARD

Your freedom and privacy around the world  
Live cost control and management



GLOBAL ROAMING CHECK LIST FOR TRAVELLERS - DATA AND VOICE

Mobile Phone Call



3G Mobile Broadband



WiFi Hotspots



MobilityPass Fortress



✓ Recomanded  
\* check web site

Services / SIM	Dual Number SIM With Data	3G Data Global Roaming SIM	Global Roaming Membership Services
UK number	✓		
USA number	✓		
Low cost Roaming Call	✓		
Free Incoming Call*	✓		
3G Mobile Internet	✓	✓	
180.000 WiFi Premium Hotspots	✓	✓	✓
Privacy Locally Encrypted		✓	✓
SMS Text message	✓		✓
Online FAX			✓
Internet & Web Call			✓
Global SMTP			✓
Follow me number			✓

Better than any single 3G carrier 1 account open you to over 600 carriers around the world



## Dual Number Mobile SIM Card - Voice & Data

### Getting Started

The enclosed SIM card connects you to the GlobalRoaming.com network.

Break out the SIM card from the plastic card - Then insert this SIM card in your phone.

Please note that this sim card is fully compatible with all unlocked handset models.

Switch your phone on and you should now be on a mobile network. If yes, then call your sim number from another phone as a quick test.

### Receiving Calls

Your GlobalRoaming.com SIM 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.

It does not matter which Profile is active. Please see more details on Profiles later.

### Making Calls

Dial the number in full international format eg: (+4412345647890) followed by the # sign. Then press Send.

1. You will see the message "Callback in progress to +4412345647890.
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.

If you want to regularly call a person from the Contact list in your phone then add the number followed by the # sign into the Contact list.

### Quick Access Codes

You must dial the # key after each short code.

- 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 converted in USD

The short codes are the same whichever profile is active.

### Call History and Itemised Billing

To log-on to your account go to your member area at <https://secure.globalroaming.com>

If you have lost your pin, please go to "my product" in your member area.

### Top Up Credit

Log in as usual through Your member area.

Add funds manually or select the auto maintain (Top up) feature to maintain your account balance always positive. Your credit is added few hours after payment verification.

### 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 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 GlobalRoaming.com SIM 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 GlobalRoaming.com number so you never miss a call while you are away. You can also redirect your Global Roaming Mobility number to any other numbers. Refer to our website for full rates.

### Conference Calls

You can use your GlobalRoaming.com SIM 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.

### IMPORTANT - 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.

### Troubleshooting

Cannot make calls

1. Check to make sure your SIM card is properly installed.
2. Make sure you are getting a signal.
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.



**Data connection settings:**



- 1 - Before leaving try to connect to the Internet with your mobile device.
- 2 - Build a new Internet connection profile according to your device instructions, and set the profile to:

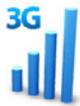
User name: leave empty

Password: leave it empty

APN = mobiledata (lowercase)



- 3 - Verify that your phone get a good signal
- 4 - Important: The cost of data connections can be very expensive, use it for low traffic upload and download, (check the rates before connecting), if you use it with a computer turn off the software auto update feature to avoid unsolicited data traffic, switch off email auto checking.
- 5 - Each MobilityPass account comes with wireless Internet access to 180.000 WiFi hotspots around the world, use it when you need heavy data transfer or when you are an hotspot location. Please see the WiFi section below for instructions.



**3G Mobile Broadband Data SIM Card - Encrypted Mobile Internet**



1 - Please insure that you have an unlocked mobile device or modem/dongle and that is compatible with the frequency that is used in the country you are going. A Multi band mobile device will work all around the world, check the frequency list at the end of this guide.

2 - Verify that we provide coverage in the country you are going, coverage and rates are available from your member area.

3 - In some country's each network may have a different price, please choose the lower cost Zone A instead of Zone B - You can request Zone B deactivation from your member area



4 - Before leaving try to make a data connection to the Internet to insure that your device is connecting properly

5 - Register your PIN code and PUK securely in case you need it.



6 - From your connecting device **create a new Internet connection profile** with your credentials: User name, Password and APN = mobilitypass.com, leave the domain field empty, if asking for number to dial enter: \*99#

7 - If you have any problem please open a ticket from your member area or call our support



8 - When your credit is empty during a session you will be redirected to a web page where you can add funds to continue to connect.

10 - To allow the auto maintain (Top-up) on your account, please insure that you have updated a valid credit card.

11 - Alternatively you will be able to add funds manually form your member area with PayPal, Ukash or your credit card.



12 - You can control your cost each day from your member's area, where each connections are listed.

13 - Important: The cost of data connections can be very expensive, use it for low traffic upload and download, (check the rates before connecting), if you use it with a computer turn off the software auto update feature to avoid unsolicited data traffic, switch off email auto checking.



14 - Each GlobalRoaming.com account comes with wireless Internet access to 180.000 WiFi hotspots around the world, use it when you need heavy data transfer or when you are an hotspot location. Please see the WiFi section below for instructions.



## Connect to 180.000 WiFi Premium hotspots around the world



1 - This service is available for all GlobalRoaming.com members

2 - Download and install the Global Roaming Easy WiFi connection manager from your member area or :

\*\* For all Windows upgrade please download:

[http://mpack.mobilitypass.com/downloads/Windows/WiFiHotspots\\_Win.exe](http://mpack.mobilitypass.com/downloads/Windows/WiFiHotspots_Win.exe)

User Guide : included in Software

\*\* Mac OS X upgrade please download:

[http://mpack.mobilitypass.com/downloads/Mac/WiFiHotspots\\_Mac.dmg](http://mpack.mobilitypass.com/downloads/Mac/WiFiHotspots_Mac.dmg)

User Guide: <http://www.mobilitypass.com/downloads/GlobalRoaming.com-MAC-WiFi-guide.pdf>



\*\* iPad, Iphone and Ipad Touch upgrade please download:

<http://itunes.apple.com/us/app/easy-wi-fi-for-trustive/id300228917?mt=8>

User Guide: <http://www.mobilitypass.com/downloads/GlobalRoaming.com-iPad-iPhone-WiFi-Guide.pdf>

A payment of US\$2.99 is payable to the App store (unfortunately there is no alternative), however, we will credit your account with US\$5.00.

Please send us your receipt number in the member's area via the ticket support, and we will add the funds.



\*\* Android upgrade please download::

<https://market.android.com/details?id=com.trustive.easy2roam>

4 - This Easy WiFi connection manager will connect you to our WiFi network of 180.000 Premium hotspots and allows you to connect to your own WiFi at home or work as well as to any available free WiFi access point.

6 - Enter your account GlobalRoaming.com credential: User name with domain and password

7 - If you have any problem please open a ticket from your member's area

8 - Verify that you have credit in your account, or add funds from member's area with PayPal, Ukash or your credit card.



11 - You can control your cost each day from your member's area

### Cost optimization 3G versus Wi-Fi Hotspots

(Extract from our FAQ & Support Area)

- The GlobalRoaming.com Plug & Play Solution connects you while on the move to the cellular network, virtually no matter where you are.
- Wifi Hotspots provide a limited footprint and you must be at the hotspots location to connect, with your WiFi enabled computer.
- Mobile broadband billing is based on uploaded and downloaded data traffic no matter the online time.
- Wifi Hotspots billing is based on your online time no matter the data traffic.
- To optimize your roaming cost you must combine both access type depending on the task and the level of security you are require.

### Mobile Internet TIPS

- 1) Deactivate the Auto update software feature from your device
- 2) Deactivate the Auto check email feature.
- 3) Avoid to connect and disconnect from the 3G network as there is no extra cost for the time online you stay online, only the data uploaded and downloaded are charge.
- 4) Always select the Zone A network, the Zone B network is much more expensive, you can request Zone B closure from your member area.
- 5) If you have huge download use our WiFi connection



**3G and GSM mobile device**

(Extract from our FAQ & Support Area)

- Unlocked phone & modem:  
Your phone or modem must be unlocked in order to use our SIM. An unlocked cellular phone or modem is not tied to any particular network. Contact us if you need further information.

- Phone, modem and MiFi requirement:  
3G phones operate at different frequencies, they can run at 850/900/1800/1900 MHz. A multi-band phone works with all frequencies and is able to connect worldwide as each country has different frequencies.

**Global Roaming Services**

Device	Dual Number SIM With Data	3G Data Global Roaming SIM	180.000 WiFi Hotspots
Mobile	✓		
SmartPhone	✓	✓	✓
iPhone	✓	✓	✓
iPad / Tablet		✓	✓
iPod			✓
Blackberry	✓	✓	✓
Windows XP, Vista & 7		✓	✓
Mac		✓	✓
EeePC		✓	✓
Android	✓	✓	✓
MiFi		✓	✓
M2M		✓	✓

**GSM 3G Coverage frequencies Guide**

COUNTRY	900	1800	1900	850	3G
Anguilla			1900	850	
Antigua & Barbuda	900		1900	850	
Australia	900	1800			2100-850-900
Austria	900	1800			2100-850
Bahrain	900	1800			2100 - 850
Barbados	900	1800	1900		
Belarus	900	1800			2100
Belgium	900	1800			2100
Bosnia & Herzegovina	900	1800			
Brazil	900	1800	1900	850	2100 - 850
Bulgaria	900	1800			2100
Cambodia	900	1800			2100
Canada			1900	850	850-1700-1900-2100
Caribbean			1900	850	
Cayman Island	900	1800	1900	850	
China	900				2100
Colombia			1900	850	850
Congo (Dem. Rep)	900	1800			
Croatia	900	1800			2100
Czech Republic	900	1800			2100
Denmark	900	1800			2100
Dominica	900		1900	850	
Egypt	900	1800			2100
Estonia	900	1800			2100
Finland	900	1800			2100
France	900	1800			2100
Germany	900	1800			2100
Grenada	900	1800		850	
Guern			1900	850	
Hong-Kong	900	1800			2100
Hungary	900	1800			2100
Iceland	900	1800			2100
India	900	1800			
Israel	900	1800			2100
Italy	900	1800			2100
Jamaica	900	1800	1900	850	
Japan					1700 - 2100
Jersey	900	1800			2100
Kazakhstan	900				
Korea (Rep. of)	900				
Kuwait	900	1800			2100
Latvia	900	1800			2100
Liechtenstein	900	1800			2100
Lithuania	900	1800			2100
Luxembourg	900	1800			2100
Macedonia	900	1800			2100 - 1900
Mexico			1900		850
Montserrat				850	
Netherlands	900	1800			2100
Norway	900	1800			2100
Oman	900				
Pakistan	900	1800			
Philippines	900	1800			2100
Poland	900	1800			2100
Portugal	900	1800			2100
Puerto Rico			1900	850	
Romania	900	1800			2100
Russian Federation	900	1800			2100
St. Kitts & Nevis	900	1800	1900	850	
St. Vincent Grenadines	900	1800			850
Saudi Arabia	900				2100
Serbia	900	1800			2100
Singapore	900	1800			2100
Slovak Republic	900	1800			2100
Slovenia	900	1800			2100
South Africa	900	1800			2100
Spain	900	1800			2100
Sri Lanka	900	1800			2100
Sweden	900	1800			2100
Switzerland	900	1800			2100
Thailand	900	1800	1900		2100
Turkey	900	1800			
Turks & Caicos Island	900	1800	1900	850	
Ukraine	900	1800			2100
United Arab Emirates	900	1800			2100
United Kingdom	900	1800			2100
United States			1900	850	850 - 1900
Uzbekistan	900	1800			2100
Vietnam	900	1800			
Virgin Island US			1900	850	



## Online Fax, SMS Text message,SMTP and Internet calls (VOIP)

1 - These services are available to all GlobalRoaming.com members

2 - Log in youmember area to use them at <https://secure.globalroaming.com>

3 - Choose on the left menu the service you would like to use.

3 - Check the price by clicking the rates link on each service page



- Fax: You can send fax from your computer or mobile device by uploading most kind of document's, useful also when you would like to print a document, a copy of the fax will be sent to your e-mail.



- SMS: You can send anonymous or two way sms from the member's area to multiple recipients or schedule it.



- Internet calls: Enter the called and calling phone number and you will receive the call on your land-line or mobile phone.



- Manage your email as usual from anywhere with your current program, each account come with a global SMTP that allow you to send your email from any network.



- The GlobalRoaming.com Mobility Number allow you to get a landline number with voice mail in more than 75 countries and to redirect your calls live through your member's area interface.



## Online account management, support & cost control.

Home | Account | Settings | Support | Download | Logout mobilityPASS™

- Manage my account
- Mobile Broadband
- Voice SIM Card
- Mobility Numbers
- Make a phone call
- Send SMS
- Send / receive e-mail
- Send fax
- View your contacts
- Access your files
- Wifi finder
- Secure web browsing

### Manage my account ← BACK TO MAIN

**International Mobile Data and Voice services**  
 MobilityPass provide you a complete set of Mobile data and voice services.  
 Mobile Broadband / International voice / mobile data services.  
 Laptop, netbook, mac, iPhone, blackberry, smartphone, mobile phone...

**International Data sim card**  
Get international internet access wherever you are using your laptop

**Global voice and data sim card**  
Get international voice and/or data service for your mobile phone

**Global voice sim card with dual number**  
Get voice sim card with US (+1) and UK (+44) numbers

- Add funds ▶
- Update credit card ▶
- Call details ▶
- Edit my account details ▶
- Call detail history ▶
- Past invoices ▶
- Last payments ▶
- Update your account password ▶
- Automaintain settings ▶

#### Questions?

- How do I connect to the Internet?
- How do I send and receive e-mails?
- Do you have a quick start guide?
- Where should I start?

**franspain11@iberpass.com**

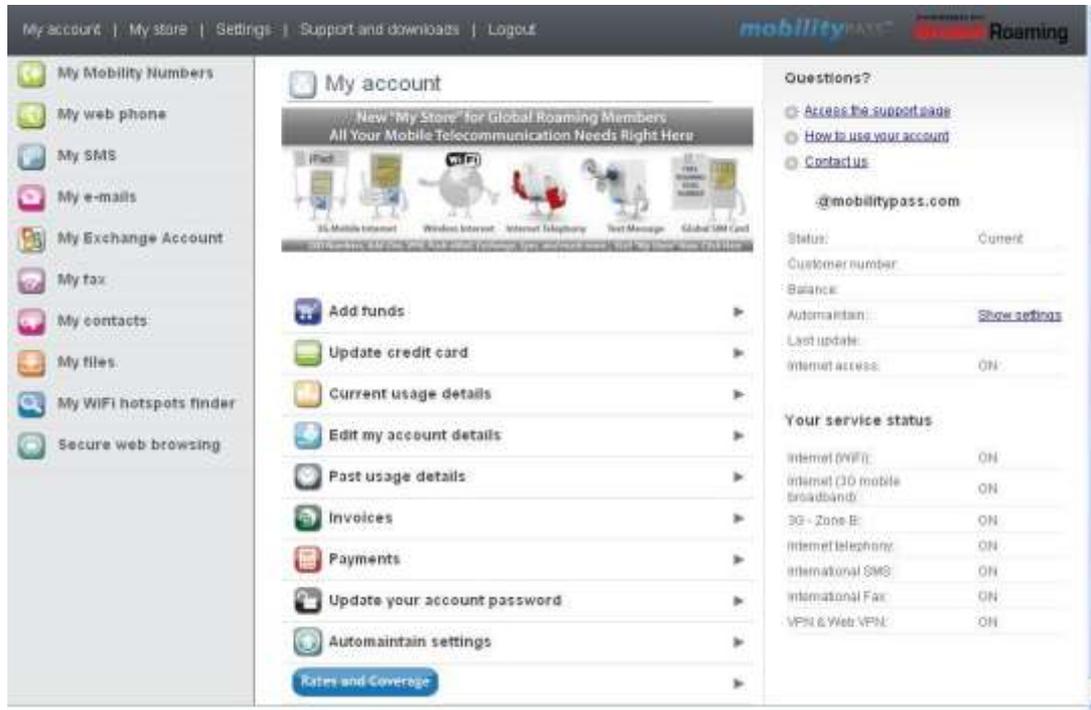
Status:	Current
Balance:	USD 57,49
Automaintain:	<a href="#">Show settings</a>
Last update:	06/28/2010
Internet access:	ON

#### Communication Services

Internet Telephony	ON
International SMS	ON
International Fax	ON
VPN & Web VPN	OFF

# MobilityPass Members Area Handbook

When you log in to the “Members Area” (found in the top right hand side of the Mobility Pass home page) you arrive at your personal account page. From this page you can utilize MobilityPass services, view account usage and manage your current account balance.



The Members Area web page is divided broadly into three columns of functions.



## Left Hand Column

The left hand column demarcates applications.

### My Mobility Numbers

This application allows you to purchase Direct Inward Dialing (“DID”) phone numbers, which are extremely useful for a number of applications. An example of this is a businessman who is based in New York but also has customers in Greece and Norway. He purchases DID numbers for Greece and Portugal. His customers in Greece and Norway can call a local number (and pay local rate) and the call is forwarded to the dentist on his mobile (or other phone by forwarding as he chooses) wherever he may be. The dentist only pays a low rate for the call as it is

sent through the internet “VoIP”. Where ever the businessman is working he is permanently in contact with all his customers, at cheap VoIP internet rates.

The image shows a web interface for making a phone call. At the top, there is a header with a green phone icon and the text 'Make a phone call'. Below this, there are navigation links: 'Past calls', 'Add new contacts', 'Rates', and 'Help'. The main heading is 'Make a phone call:'. There are two sections for entering phone numbers. The first section is 'Your phone number:' and the second is 'The number you want to call:'. Each section has a dropdown menu to 'Select a country', a text input field for the number, and a 'More options' link. To the right of each section is a 'Save this number' button with a tooltip that says 'The next time you make a call you can choose this number from the list. Name it for Home, Work, etc.'. At the bottom right, there is a large blue 'Send' button.

### My Web Phone

The “Web Phone” application is for Voice over Internet Protocol (VoIP). The main difference with the MobilityPass system, compared to other systems, is that it enables you to make calls from a phone nearby to another phone at VoIP rates. You are not tied to sitting at a computer to do this

Simply enter the phone number of the phone you wish to call from in the top box, and the phone number of the telephone you wish to call in the bottom and press send. Your phone will ring as normal. The call is charged to your MobilityPass account.

### My SMS

The SMS function allows you to send SMS messages from your internet device to mobile phones. The system is a two way system so that people can respond to you. You can also send bulk SMS and send SMS messages anomalously. Simply type the message into the message box and press send.

### My e-mails

Included in the MobilityPASS suite is an email account. You can simply send and receive emails as with other online email applications. If you require complete security this can be used with the VPN secure feature (as described below)

### My Fax

This feature allows you to type a message or attach a file from your computer which can be sent to any fax machine worldwide.

### Secure Web Browsing

If you are using the 3G data SIM card, there is no need to use this facility as all data on the card is encrypted and therefore secure anyway. However if you are using the WiFi application and want to make sure that your data is routed through a Virtual Private Network (“VPN”) with encrypted data then this function can be activated. The application loads a virtual web page on your computer in encrypted format that ensures your privacy. If your web browsing is not of content that requires secure transmission, you may use WiFi in its normal mode (without VPN). You need to apply for the VPN application, and additional charges apply.

## Centre Column



The Centre Column is generally for controlling and viewing the account. You can add funds and view your updated account statement. The “Current usage details” provides a complete listing of all calls and services used with the cost of each utilized service, which is updated at the beginning or each day.

## Right Hand Column

The top of the right column provides three sections. The “[Access the support Page](#)” provides help and support on getting the system set up and started. “[How to use your account](#)” provides additional information on sending SMS messages and Fax messages and “[Contact Us](#)” allows you to submit secure enquiries in relation to your account. PLEASE NOTE: FOR SECURITY REASONS (CUSTOMER AUTHENTICATION), WE CAN ONLY ANSWER ENQUIRIES SUBMITTED THROUGH THE MEMBERS AREA IN RELATION TO YOUR ACCOUNT. These queries will be answered as soon as possible by our customer service representatives.



The mid section of the right column contains information in relation to the status of your account including the balance.

The bottom of the right column under “Service Status” indicates the status of the applications of the account. Each application can be activated or deactivated depending on the type of service which you require.

## Top Tool Bar



## Settings

Under the Settings Tab you are able to change your account identities.



## Support and Downloads

From the Support and Downloads Area you can get advice on setting up your computer with the USB modem, information on the “Dual SIM Mobile Phone card and other help and support and advice



### Mobile Broadband

 NOKIA INTERNET STICK CS-15	 NOKIA INTERNET STICK CS-10	 OPTION ICON 225	 3G SECUREkey 3G DataPlus For any device
<a href="#">Help</a>	<a href="#">Help</a>	<a href="#">Help</a>	<a href="#">Help</a>

### Voice SIM Cards

  
DUAL VOICE  
SIM CARD  
[Help](#)

### Telephony and VoIP services

 COMPASS SOFTPHONE	 MOBILITY NUMBER	 PHONE TO PHONE
<a href="#">Download</a>   <a href="#">Help</a>	<a href="#">Help</a>	<a href="#">Help</a>

### WiFi

 EASYWiFi For Vista / XP / 7	 EASYWiFi For Mac	 EASYWiFi For iPad	 EASYWiFi For iPhone - iPod	 EASYWiFi For Android - Google	 EASYWiFi For EeePC
<a href="#">Download</a>   <a href="#">Help</a>	<a href="#">Download</a>   <a href="#">Help</a>	<a href="#">Download</a>   <a href="#">Help</a>	<a href="#">Download</a>   <a href="#">Help</a>	<a href="#">Help</a>	<a href="#">Help</a>

Please make sure you click on the “Download” button, rather than the icon for downloading



## Support



### Contact us

[secure.GlobalRoaming.com](https://secure.GlobalRoaming.com)

For Support, please open a ticket from your member area at  
<https://secure.GlobalRoaming.com>

By phone:

USA: +1 360 843 1129

United Kingdom: +44 203 318 2615

Japan: +81 345 209 591

Spain: +34 911 883 708

By Fax:

+1 206 203 6104

Global Roaming Team Mon-Fri 5 am to 9 pm (CET)

