

## BASIC PHONE OPERATIONS

For more information on specific phones please visit our website [www.piccellwireless.com](http://www.piccellwireless.com).

### TO TURN PHONE ON

Hold down the red button **Ⓜ** for two seconds or until the screen asking for your PIN number appears, and type in your PIN.

### TO TURN PHONE OFF

Hold down the red button **Ⓜ** for two seconds or until it goes off.

### TO PLACE A PHONE CALL

Dial the number you wish to call followed by the green send button.

### CALLS WITHIN AUSTRIA

All Austrian numbers must begin with a "0" when dialed within Austria. The "0" will be removed for international calls to Austria.

Ex. From within Austria 0 123.456.789

Ex. From outside Austria +43 123.456.789

### CALLS TO AND FROM THE U.S.

#### TO PLACE A CALL TO THE U.S.

You need to first dial the international code for the U.S., 001, and then the area code followed by the phone number.

ex. 001 (123) 456-7890

#### TO RECEIVE A CALL FROM THE U.S.

The caller would need to dial 011 followed by the Austrian country code (43) and then your 11 digit phone number.

ex. 011.43.123.456.78901

### PLEASE MAKE SURE YOU ALWAYS LOCK YOUR KEYPAD!

### VOICE MAIL

When you receive new messages, your voice mail will notify you by sending you an SMS message.

#### CHECKING YOUR VOICE MAIL

1 – Dial 2200

2 – A recorded voice will come on and say if you have a message or not, if you do, then press 1 to listen to your messages

3 – After listening to the messages, you will have a number of options.

#### AFTER LISTENING TO YOUR MESSAGES, PRESS:

Press 7: Back to main menu

1 – Repeat message

2 – Save message for 48 hours

3 – Delete message

4 – Message details (Date and time of message)

5 – Pause the message

6 – End of message

#### CALLING VOICE MAIL FROM ABROAD

Please dial 00.4367.622, your MOBILE number and then your T-Mobile PIN, and then follow the instructions.

#### CALLING VOICE MAIL FROM A FIXED PHONE

Please dial 00.4367.622, your MOBILE number and then your T-Mobile PIN, and then follow the instructions

#### TO CHANGE YOUR VOICEMAIL TO ENGLISH

\*\*Your Voice mail will be automatically be in English but if not\*\*

Please dial from your MOBILE T-Mobile Voice mail customer service at 00.436.762.0333

#### SETTING UP VOICE MAIL

Most PicCell Wireless phones come with activated Voice Mails, but if your Voice Mails is not working, see Voice Mails Activation below. Your incoming calls can be sent to voice mail in the following situations: After 5 rings, when your phone is unreachable (i.e. it's turned off or you're in an area where you're not getting service), and when you are on the other line. Here is what you need to do:

Deactivate Voice Mail: ##002# SEND

Activate Voice Mail: \*\*004\*004367628314xxxx# SEND

(when your phone is off, busy or unreachable)

To return to the Main Menu while in Voicemail press \*

## TROUBLESHOOTING

### PHONE PROBLEMS

#### I FORGOT MY PIN AND MY HANDSET IS REQUESTING A PUK CODE, WHAT DO I DO?

If you enter a wrong PIN code three times in a row - your phone will be blocked. In that case enter your PUK code which can be found in your 'My PicCell' account under 'Account Summary'. Enter your PUK and follow the prompts to reset your PIN to the original number found in 'My PicCell'. If you error on your PUK more than 7 times your phone could be blocked permanently and you will be charged for the SIM card. If your PUK is not entered correctly after the first few times, it is best to call PicCell Wireless or log into "MyPicCell" to check if the PUK number is accurate.

#### WHY CAN'T I MAKE AN OUTGOING CALL?

First check to make sure you are in service range (your network will be displayed on the screen of your handset). If you are in service range, then try turning the phone on and off. If you still cannot make calls, please contact PicCell Wireless immediately.

#### WHAT'S THE DIFFERENCE BETWEEN SIM AND MOBILE PHONE-BOOKS?

Your SIM phone book is stored on your SIM Card, while the Mobile phonebook is stored directly to your phone.

#### WHY DOES MY PHONE ALLOW ME TO CALL WITHIN AUSTRIA BUT NOT TO THE U.S.?

Make sure you are dialing the international code (00), the U.S. country

code (1), then the area code and number. Example: 001 555 555 1212 If there is still a problem, please contact PicCell Wireless.

#### MY PHONE SAYS SOS CALLS ONLY.

This could mean that you are either out of service range or that the SIM card has been dislodged. Turn your handset off, open the back of the phone, take out the battery, and re-insert the SIM card, replace the battery and the casing, and try again. If the problem continues contact PicCell Wireless.

#### HOW DO I LOCK MY KEYPAD?

It is different for each phone. Usually it is either in the menu or look for a key that has a key or a lock on it and hold it down.

#### WHAT DO I DO IF?

#### I HAVE PROBLEMS WITH MY PHONE, BATTERY OR CHARGER?

Please refer to the FAQs/TROUBLESHOOTING menu in the Customer Care section or our website, then click on Troubleshooting. The solution to the problem you are experiencing may be available there.

Otherwise, contact PicCell Wireless and provide a detailed description of the perceived problem, by email to [broken@piccellwireless.com](mailto:broken@piccellwireless.com) or by calling our Customer Care Center. Broken item(s) will be troubleshot and/or replaced. If the damage is due to improper use, that does not fall under "Proper Use Damage" Insurance, damage and shipping costs will be applied.

## TROUBLESHOOTING cont.

### I LOST MY PHONE OR OTHER RENTAL ITEMS?

If your phone or SIM card is lost or stolen please report the loss immediately in order to block further outgoing calls, as clients are responsible for all phone use until a report is made. A Lost / Stolen Report can be made, 24 hours a day, through your 'My PicCell' account. Be sure to check for the email confirmation that is sent upon completing your report. Lost / Stolen Reports can also be completed with a customer service

representative during regular office hours. Leaving a voice message will not block your phone nor will sending an email. You will then have to pay the replacement fee for the lost/stolen phone and a SIM deactivation/reactivation fee according to the PicCell Wireless price list. PicCell will then issue replacement items with same phone number. SIM substitution with the same number may take up to 30 days, depending on the provider.

## F.A.Q.

### GENERAL F.A.Q.

#### WHAT IS 'MY PICCELL'?

'My PicCell' is your personal online account. Your username is the full email address used in registration when you placed your order. If you forget your password you may request a replacement. With this account you can:

Review your calling and billing details

Update billing information

Report lost/stolen rental items

Create a return shipping label

#### HOW DO I RETURN MY RENTAL ITEMS?

Included in the processing fee is return shipping within the continental United States. (If you are not a U.S. citizen or are not returning to the U.S., please contact PicCell Wireless for details on returning your rental items) After returning to the U.S., create your return label from your 'My PicCell' account. Then securely package your rental items in a small box or padded envelope, attach the return label and take the package to UPS. Do not include your PIN or PUK in the package. Please note that your return must be post marked within 10 days of the Return Date indicated in your contract to avoid late fees.

#### WHAT ARE THE EMERGENCY NUMBERS INSIDE AUSTRIA?

For all Emergencies - Fire, Police and Ambulance: 112 or 122

#### CAN I USE A PREPAID SIM CARD WITH MY PICCELL WIRELESS PHONE?

You run the risk of being fined if you remove or replace the PicCell Wireless SIM card with another service.

#### DOES IT COST MORE TO CALL A CELL PHONE IN THE U.S.?

There are no extra costs to call cell phones as to a land line phone in the U.S.

#### AM I CHARGED FOR INCOMING CALLS?

No. While in your home calling area, there is no charge for incoming calls to your local number. See your rate sheet for details. Calls to your US Virtual Number are subject to \$0.49/min charges that are billed separately.

#### CAN I USE CALLING CARDS?

We do not endorse or recommend the use of calling cards with PicCell Wireless phones. The use of calling cards with your PicCell Wireless phone may be subject to additional charges that are not stated on the calling card or by its provider. We cannot guarantee the stated rates of these cards. For these reasons, PicCell Wireless claims no responsibility for any losses incurred by the use of calling cards. Clients that wish to use calling cards should use them exclusively from land line phones.

#### HOW DO I SEE A LIST MY OF CALLS?

Log in to 'My PicCell' and select Call Details. Then enter the dates for the period of calling you wish to view. Please note that due to the collaboration between PicCell Wireless and foreign networks, we can not offer daily billing updates. Your complete call list will be available to view 48 hours before billing is processed.

### BILLING

#### HOW DO I GET MY BILL?

Billing occurs monthly for previous use. Due to this delay, you may be billed for calls made during the rental period after returning your rental items. A billing notice is emailed 48 hours before billing occurs. At this time billing details including your list of calls are available to view from your 'My PicCell' account. Our bill pay service automatically draws funds from the credit or debit card provided. After billing occurs you will receive an invoice or an outstanding balance email, if the transaction is declined.

If you need to update your billing information (card number, card exp., etc.), please do so immediately to avoid penalty. Billing information can be updated at any time from your 'My PicCell' account or by contacting PicCell Wireless during regular business hours.

#### IF I HAVE A BILLING QUESTION, WHAT DO I DO?

PicCell Wireless customer care centers are available to resolve any issues you may have with your billing. Be sure to contact PicCell Wireless with billing inquiries before contacting your bank or credit card company.

Please remember: Billing occurs the month after use. Due to the staggered monthly billing cycle, the majority of our clients will be charged for telephone traffic and daily fees, accrued during the contract period, after the return of their rental items. U.S. Virtual Number calls are billed separately.

### U.S. VIRTUAL NUMBER

#### WHAT IS A U.S. VIRTUAL NUMBER?

In addition to your overseas phone number, PicCell Wireless gives you a local US number for your contacts in the US. Calls to this number are forwarded to your phone abroad and callers only pay for the domestic call.

#### WHAT ARE THE RATES?

Calls to your US Virtual Number, received in your home calling area are \$0.49/min and billed separately from other charges. Additional roaming charges apply to US Virtual Number calls received while roaming. See rate plan for details.

#### WHAT IF I DO NOT WISH TO USE MY US VIRTUAL NUMBER?

If you do not have any contacts in the US or simply do not wish to use your US Virtual Number, simply discard the number. There is no daily fee to have one and if unused, it will be deactivated after 45 days.

### ROAMING

#### WHEN AM I ROAMING AND WILL MY PHONE WORK?

Roaming is when you are using your wireless device outside the borders of your calling package's home calling area, Austria. Your phone will work in hundreds of other countries, but your handset will automatically seek the strongest signal from that country's available cellular providers. As a guest on a foreign network, you will be responsible to pay the roaming rates determined by that network (which can change without notice) for outgoing and incoming calls (including calls to and from PicCell phones), and data transfers such as text messages. Roaming rates apply to all incoming roaming calls including US Virtual Number calls.

#### HOW DO I CALL THE STATES WHEN I AM ROAMING?

It is the same way you would call the states from Austria 00 1 (area code) phone number.

#### ARE THERE DIFFERENT CALLING RATES WHEN ROAMING?

Yes, when roaming your phone will work in most countries but it will automatically find the strongest signal from that country's cellular providers. The other country's cellular providers will determine the rates for roaming for all outgoing and incoming calls (including calls to and from PicCell phones), text messages and data and at what times the rates will be charged.

#### CAN I USE CALLING CARDS FROM MY PHONE WHEN I AM ROAMING?

No, when roaming, use of a calling card from the PicCell phone would be susceptible to roaming charges. We do not recommend using calling cards ever, and you will be responsible for all losses incurred.

#### DO I GET CHARGED FOR VOICEMAIL WHILE ROAMING?

If your phone is turned off while roaming, incoming calls will go directly to your voice mail. You may be charged for both an incoming and an outgoing call (one for receiving the call, and the other for the voice mail service).

If your phone is turned on and someone leaves you a voice mail message, you may also be charged the same way. Please contact PicCell Wireless if you need assistance with your voice mail divert settings.

#### WHY DOES MY NUMBER APPEAR AS THE DESTINATION NUMBER FOR INCOMING ROAMING CALLS?

Due to the varying privacy policies between foreign providers, detailed incoming call information may not be available. As a default, your phone number may appear as the destination number.



### World Wide Customer Care

Email: [info@piccellwireless.com](mailto:info@piccellwireless.com)

Website: [www.piccellwireless.com](http://www.piccellwireless.com)

Telephone Hours: Monday 2:00am - Saturday 3:00am GMT + 1

Calls while in Europe at +44-207-100-2956.

Calls within the U.S.: (877) Cell.Pic (877 235 5742) - (206) 780 0478