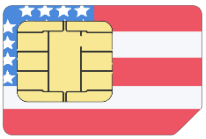
Customer Support

The customer service teams are available 7 days a week:

Cellhire UK	+44 1904 610 610
Cellhire USA	+1 214 355 5200
Cellhire France	+33 1 41 43 79 40
Cellhire Germany	+49 7621 94 05 48 0
Cellhire International	+44 1904 610 610

Email (office hours only) techsupport@cellhire.com

Digital Version of Instructions



SIM Card Rental

USA

T-Mobile Airtime

SIM Card Enclosed

Rented a device? Your SIM has been pre-inserted.

VoiceMail Instructions

VoiceMail charges

Retrieval of messages left in your VoiceMail will be charged at the rate detailed in your Agreement or quote.

Retrieving your VoiceMail messages

Incoming calls will automatically divert to VoiceMail when the phone is switched off, engaged or out of coverage.

When in the USA

To retrieve your messages dial 123, press the call key then follow the prompts.

When outside of the USA

Dial +1 8056377243. When you hear the greeting, interrupt it by pressing the *, then enter the PIN 1020.

(Please do not change the PIN. You will be liable for an administration fee of £50/US$75/€75/AU$135 if the PIN is changed)

Thank you for choosing Cellhire

Important

Lost and Stolen

In the event that your SIM card is lost or stolen, please contact Cellhire immediately on the 24/7 helpline to suspend the SIM and discuss replacement options.

Please remember that once the SIM is reported lost/stolen, you will remain responsible for all charges and usage incurred until the network disables the SIM.

Please Note

Your phone book contacts

Contacts in your own phone book are stored either on the phone or SIM memory. To ensure you have access to all of your contacts, copy all contacts to your phone memory and activate the phone memory on your handset.

Getting started

If you have rented a device your SIM card has been inserted for you. To insert the SIM card into your device, the gold disc on the SIM must make contact with the connectors inside the device. Insertion is only possible if the SIM is positioned correctly.

Please Note - SIM Only Rentals:

Please return your SIM in the pouch below.
Refer to return envelope for full returns details.

Your Phone Number:

Please refer to the back of your device

Making Calls

Making a local call in the USA

Dial the city code then the phone number and press the call key.

To make an international call from the USA

Enter the + sign on your keypad then dial the country code, the area/city code, the phone number then press the call key.
For example: If calling the UK, 07774 477000 would become + 44 7774 477000

Receiving Calls

Receiving calls from the USA

Callers should dial the number allocated to you.

Receiving calls from outside the USA

Callers should dial the international prefix for the country they are in, followed by the USA country code, then the USA number allocated to you.
For example: From within the UK:
00 1 222 333 4444 or +1 222 333 4444

Data Settings

APN settings should be automatically added by the network to your device. If you are experiencing connectivity issues, details can be manually added.

The standard APN settings are:
APN: fast.t-mobile.com
Username: Leave Blank
Password: Leave Blank

Please Note

Data usage

Data should only be used on products that have a data bundle attached. Data usage on voice only products can result in significant charges and is NOT RECOMMENDED.