

Customer Support

The customer service teams are available
7 days a week:

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

Email Event Support by Cellhire Office:

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Digital Version of Instructions



SIM Card Rental China

China Unicom HK Airtime

SIM Card Enclosed

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

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.

Making Calls

Making a local call when in Mainland China

Dial +86 then the phone number (remove any leading 0) and press the call key.

For example: Calling 010 5927 8888 would become +86 10 5927 8888

Making a call to other Cellhire users

Dial +852 then the phone number and press the call key.

For example: +85212345678

Making a call to a Hong Kong number when in Mainland China

Dial +852 then the phone number and press the call key.

For example: +85212345678

To make an international call from China

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, 01904 610610 would become +44 1904 610610

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

Receiving Calls

Receiving calls from Mainland China

Callers should dial +852, then the number allocated to you.

For example: +85212345678

Receiving calls from outside China

Callers should dial +852, then the number allocated to you.

For example: +85212345678

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: 3gnet

Username: [Leave Blank] | Password: [Leave Blank]

Data Roaming must be enabled on your device for internet services to work.

Please Note - 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.