

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 Event Support by Cellhire Office:

Cellhire UK	UK.eventsupport@cellhire.com
Cellhire USA	US.eventsupport@cellhire.com
Cellhire France	FR.eventsupport@cellhire.com
Cellhire Germany	DE.eventsupport@cellhire.com
Cellhire Japan	JP.eventsupport@cellhire.com

Digital Version of Instructions



SIM Card Rental

Qatar
Ooredoo

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 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 in Qatar

Dial the local phone number and press the call key.

To make an international call from Qatar

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 Qatar

Callers should dial the number allocated to you.

Receiving calls from outside Qatar

Callers should dial the international prefix for the country they are in, followed by the Qatar country code, then the Qatar number allocated to you.

For example: From within the UK:

00 974 44380000 or +974 44380000

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

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: data

Username: leave blank

Password: leave blank