

Customer Support

The customer service teams are available
7 days a week:

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Email (office hours only) techsupport@cellhire.com

Digital Version of Instructions



SIM Card Rental
Iridium
Airtime

SIM Card Enclosed

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

International Country Codes

Australia	61	Japan	81
Austria	43	Netherlands	31
Belgium	32	Norway	47
Brazil	55	Portugal	351
Canada	1	South Africa	27
China	86	Spain	34
Finland	358	Sweden	46
France	33	Switzerland	41
Germany	49	UK	44
Hong Kong	852	US	1
Italy	39	USSR	7

Important points to note

- 1) When calling from an Iridium phone you are always making an international call via the satellite network - please press and hold the zero key until the + sign appears then dial the country code, the area code and then the recipients phone number.
- 2) Please be patient when making a call from an Iridium handset as it may take up to a minute to connect through - silence or a repeated beep does not necessarily mean that the call is not connecting.
- 3) Calling an Iridium handset can also take longer to connect than conventional mobiles or landlines so again please be patient.
- 4) VoiceMail charges - VoiceMail retrieval will be charged at the standard call rate. Please refer to your Rental Agreement for details.

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

Calling an Iridium Device

To dial another Iridium device enter + followed by the number then press the call key.

All other calls

All calls on an Iridium device work as international calls.

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

Callers should dial 00, then the Iridium number beginning with 88 allocated to you.

For example: 00 881 623 123456

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

Voicemail Instructions

To listen to your messages:

Dial + then the Iridium number beginning with 88 allocated to you.

You will hear 2 greetings. On the second greeting press the star key and when prompted dial 1020 (security code). Now you should follow the voice prompts.

From any other Iridium phone, landline or mobile:

Dial the Iridium number and follow the prompts, then re-enter the number you are trying to reach.

You will then hear a greeting. Press the star key to interrupt on the 3rd greeting and dial 1020 (security code) when prompted. Now you should follow the voice prompts.

(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)