

## **SmartRoam User Guide**

### **1. Overview**

- 1.1 Similar to the roaming services offered by the mobile operators, Phoenix SmartRoam service also allows a user to be contactable via his existing mobile phone numbers when he is overseas. The similarity ends here. Instead of paying high-price IDD plus roaming charges levied by mobile operators each time the user answers an incoming call, Phoenix SmartRoam service bills user a fraction (typically less than 50%) of such charges.
- 1.2 The only requirement a user needs to fulfil in order to save money using Phoenix SmartRoam service is to have an overseas telephone number. For example, a user who travels to China frequently may purchase and use a China prepaid SIM card.
- 1.3 Basically, SmartRoam is a call-forward service. User diverts his mobile phone number to a fixed line number (hereby called **DID** number) assigned by the SmartRoam service before he travels. He also provides SmartRoam service with an overseas number. This is typically an overseas mobile number (hereby called *Contact* number). SmartRoam service then associates the *Contact* number with the DID number that was assigned earlier.
- 1.4 As a result, when someone makes a call to the user's Singapore mobile phone while he is overseas, his mobile operator diverts (user did it earlier via his own handphone) his call to the DID number assigned by SmartRoam. And since the DID number is associated with his overseas mobile number (*Contact* number), SmartRoam service immediately dials his overseas mobile phone when a call was received at the user's unique DID number.
- 1.5 There is no difference as far as the calling party is concerned. There is also no difference to the user as far as receiving calls from home. He stayed contactable via his Singapore mobile phone number while overseas. The major difference lies in the charges SmartRoam user has to pay. He no longer has to pay hefty roaming charges levied by his mobile operator for the above call!

### **2. Registration and Setup for the Service**

- 2.1 Customers can register for SmartRoam service using one of the following methods:
  - i. call Phoenix Comms' customer service at tel: 6838 1516
  - ii. fill up and send a physical application form to Phoenix Comms
  - iii. register on-line at the following URL: <http://www.phoenixcomms.com.sg>

The following information is needed for new registration:

- i. name and address of applicant
  - ii. NRIC number of applicant (BRN for corporate customer)
  - iii. customer's mobile number
  - iv. payment details as indicated in the form
- 2.2 After registration of the service, Phoenix Comms will assign a unique DID number (an eight-digit Singapore fixed line number) to the customer.

- 2.3 User needs to change the *Contact* number in SmartRoam's database to an overseas number. Let's use China number as an example. This can be done in one of several ways. The user may ask Phoenix Comms' customer service at tel: 65 6838 1516 to update the *Contact* number or change the *Contact* via SMS to handphone number **9824 0516**. Content of SMS is as follow:

Contact +8613612345678 to change *Contact* to China handphone number

SMS commands must be sent from his registered Singapore mobile number.

- 2.4 Before the user travels, he needs to divert his mobile number to the DID number assigned by SmartRoam service. This step is usually carried out before he reaches his destination, e.g. before the user boards a plane.

The user can set the divert mode via his handphone's menu. Please note that the menus are different for different types of handphones. Another way to divert is to enter the following codes into the handphone to carry out divert and un-divert operation. The codes will work for GSM mobile phones.

To divert a handphone number:

Enter the following codes into your handphone:

**\*\*21\*<DID No>#<SEND>**

(activate call divert to <DID No> at your handphone)

e.g. To divert a handphone to a fixed-line number 63471234 Enter:

**\*\*21\*63471234#<SEND>**

To un-divert a handphone number:

Enter the following codes into your handphone:

**#21#<SEND>**

- 2.5 On reaching his destination, the user needs to either turn on the mobile phone with the overseas SIM card (note: this number must be the same number entered as *Contact* number in SmartRoam service) or replace his Singapore SIM card in his handphone with the overseas SIM card.
- 2.6 The user is now all set to receive incoming calls from callers who dial his Singapore handphone number.
- 2.7 Repeat step 2.3 when travelling to another country. The Contact Number in this case will be the number from that country.

## SmartRoam User Reference Guide

1. Mobile Number for Sending SMS Instructions  
9824 0516

2. SMS Commands

SMS Command	Function	Example
contact +<phone number>	Change Contact number	contact +8613612345678 to update Contact no. when user travels to China

3. Divert Mobile Phone Calls to another Local Number

Enter the following codes into your handphone:

**\*\*21\*<DID No>#<SEND>**

*(activate call divert to <DID No> at your handphone)*

e.g. To divert a handphone to a fixed-line number 63471234

Enter:

**\*\*21\*63471234#<SEND>**

4. To turn off the divert when you return to Singapore, enter the following codes into your handphone:

**#21#<SEND>**