

This Quick Reference Guide provides you with the dialling instructions you need to use the service you are subscribed to. It is especially useful when you have forgotten the dialling procedure while abroad.

Simply print this page, cut along the line, fold in half, and carry it with you wherever you go.

Quick Reference Guide for SmartROAM

❶ Divert local mobile phone number to DID number before you travel. eg. at airport

Enter the following codes in your mobile phone:
****21* <DID No>#<SEND>**
(activate call divert to <DID No> at your mobile phone)

Example: To divert a mobile phone to a fixed-line number 63471234 Enter ****21*63471234#<SEND>**


❷ Inform Phoenix via either **web pages, SMS, or Phoenix customer service** the Contact Number that will be associated with the DID Number.

❸ Just turn on the mobile phone containing the registered Contact Number when you arrive at your destination, and you are ready to receive incoming calls from callers who dial your Singapore mobile phone number.

❹ Repeat steps 2 and 3 when travelling to another country. Of course the Contact Number in this case will be the number from that country.

❺ Turn off call divert when return to Singapore by entering **#21#<SEND>** into your mobile phone.

DID Number: A S'pore 8-digit number assigned by Phoenix Comms
Contact No: Overseas telephone number eg. prepaid sim card

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