



ZONE1511

GlobalDial Service

USER GUIDE

Corporate Helpdesk:

65 6720 6726/6727

(Monday to Friday, 9am to 6pm)

Technical Support:

65 9186 3879

(After 6pm - Monday to Friday)

Whole Day - Saturday, Sunday and Public Holidays)

Call-Me-Back

Make IDD calls from your overseas mobile SIM card or fixed line to avoid high roaming charges.

Before making a call:

- STEP 1** Purchase an overseas SIM card with free incoming calls and insert into your phone.
- STEP 2** Update ZONE your overseas mobile or fixed line number through SMS or via ZONE's website (see panel on right).

To make a call:

- STEP 1** Dial your 8-digit Call-Me-Back access number in Singapore (eg. +656XXXXXX).
- STEP 2** You will hear a ringing tone once. The call will be disconnected. Hang up and wait for ZONE to call you back.
- STEP 3** Answer the call and dial the **Country Code** + **Area Code** + **Telephone Number** you wish to reach, followed by the '#' key when prompted.
- STEP 4** Your call will be connected shortly.

Wrong number entered:

- STEP 1** If you have entered the wrong **Country Code**, **Area Code** or **Telephone Number**, press the '*' key.
- STEP 2** You will then be prompted to enter the **Country Code**, **Area Code** and **Telephone Number** and '#' key again.

Follow On Call:

- STEP 1** If you would like to make another call, press the '*' key after the other party has hung up.
- STEP 2** You will then be prompted to enter the **Country Code**, **Area Code** and **Telephone Number** and '#' key again for your next call.

Dial Forward

Forward all calls from your Singapore mobile number to your overseas mobile number to avoid high roaming charges.

To set up:

- STEP 1** Before leaving Singapore, divert all your calls from your Singapore mobile number to your assigned 8-digit Dial Forward Access Number. For Singtel, Starhub and M1 mobile users:
To activate, key in **21*Dial Forward Access Number # and send.
Your calls will all be diverted to your overseas SIM card
To de-activate, key in ##002# and send.
Your calls will be back to your Singtel, Starhub or M1 number.

- STEP 2** Update ZONE your overseas telephone number through SMS or via ZONE's website (see panel on right).

All calls to your Singapore number will be diverted to your overseas contact number.

Update/Change My Overseas Contact Number

- ...> **Via SMS** using your "Home Country Mobile Phone Number" in your GlobalDial account.

- STEP 1** Type the message below
gdcn<space>overseas number
(country code + area code + telephone number)
e.g if your overseas number is 1 408 1121 4511,
the message to send will be **gdcn 140811214511**

- STEP 2** SMS to **8123 1511** (add +65 if you are overseas)

- STEP 3** You will receive a confirmation message.

- ...> **Via ZONE's website:**

- STEP 1** Log on to www.zone1511.com.sg using your Dial Forward or Call-Me-Back Access Number and Password.
- STEP 2** Update your overseas number by entering **Country Code + Area Code + Telephone Number**.