



User Guide: South Africa (+27)

Making calls:

• Local calls:

Dial the number as locals give them to you (the country code is not required).

Example: Calling +27 11 234 5678 a local number while in Johannesburg, you should dial 0 11 234 5678

• International calls:

1. Enter the + sign on your keypad. (Usually by holding the 0 (zero) button down for 2 seconds - check your handset manual if different).

2. Dial the number including the country code

Example: Calling (302) 228 6399, a number in North America, dial +1 302 228 6399

Calling 067415 4940 a number in France, dial +33 67415 4940

Receiving calls:

1. People from the US must dial:

011 27-XXXX-XXXX

2. People from South Africa must dial 0-XXXX-XXXX

3. People from other countries must dial their international access code, then 27-XXXX-XXXX

Example:

from France 00 27-XXXX-XXXX

from Singapore 001 27-XXXX-XXXX

Voice Mail Retrieval:

Please note that all system prompts are in English.

• To retrieve messages while in South Africa.

Enter the Phonebook and select "Voicemail SA" and press the <Send Key>

Messages will play automatically, starting with the most recent message first. The Voicemail menu is in English. Just follow the instructions.

Note: the minutes you spend retrieving your messages while in South Africa are billed as national phone calls.

• To retrieve messages while outside of South Africa:

Enter the Phonebook and select "Voicemail Int" and press the <Send Key>.

Messages will play automatically, starting with the most recent message first. The Voicemail menu is in English. Just follow the instructions.

Note: Using the above method to retrieve voicemail messages while roaming internationally will incur normal international roaming charges for a voice call.

▶ Most Used Country Codes:

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

Returning the equipment:

▶ Place the equipment in the new included pre-addressed, pre-paid envelope/box.

▶ Seal the envelope/box by removing the adhesive strip.

▶ Return the envelope/box to the nearest UPS/FEDEX/USPS office/drop off box, according to the package provided (if you're not sure please contact us)

• **Remember that you are responsible for the return of all equipment to our office (see address below). If you leave your equipment with hotel staff, you are still responsible for it until it reaches our offices.**

If you're using your own UPS/FEDEX account:

Remember that you need to provide your own return envelope/box. Once you ship the equipment, please inform our company the tracking number to stop the rental period.

Phonerental Global Customer Service Center:

3065 Rosecrans Pl, Suite 107

San Diego, CA 92110

t: +1 619 226 6086 (international call rates will apply)

tf: 1 800 335 3705 (only from the US)

f: +1 619 226 6095

e: info@phonerentalusa.com

i: www.phonerentalusa.com