

Frequently Asked Questions

What is DUALSIM™?

DUALSIM™ phones incorporate two sim cards into one handset unit. This means you can insert two GSM SIM Cards and have both active with the mobile carriers at the same time, effectively eliminating the need to carry two phones in your pocket. Our phones allow you to make and receive two calls at the same time.

Telco's and major handset manufacturers have been shielding this technology from the public for years, they don't want the public to have choice when it comes to choosing which Tariff plan offers best value, they want you to call on there plans, denying the users CHOICE.

What makes the DUALSIM™ Brand different to others?

We use proprietary software in our phones as opposed to our other phone makers using generic software not tested for software bugs. Our phones use trusted and certified components and manufactured in our factories that also contract manufacture for the leading EUROPEAN, AMERICAN and JAPANESE mobile handset manufacturers.

What if I don't own two SIM Cards?

You don't need two sim cards to operate the DUALSIM™ phone; the phone will operate with one sim card. You can turn ON or OFF one or both sim cards to your choosing. Turning OFF both sim cards allow you to use the phone as a media player on a PLANE, normally referred to as FLIGHT MODE by your airline Captain during the safety announcements.

Can I make and receive calls on both cards?

Yes, both cards are active at the same time unlike other dualsim phones with require call forwarding from the network provider, both cards will be ready to receive or make a call. This is because our DUALSIM™ design has 2 sets of circuits to allow 2 lines to be active at the same time.

Can I send and receive MMS and surf the internet using WAP on DUALSIM™ phones?

Yes, you will need to setup the correct GPRS setting for your network before you can send and receive MMS or access the internet via WAP. Check the [Support Page](#) for further details.

Can I connect to a car kit for hands free operation?

Yes, DUALSIM™ phones connect via Bluetooth to Bluetooth enabled hands free car kits, we have tested our phones with extensive kits available on the Australian market.

Will my 3G sim card work in a GSM DUALSIM™ phone?

Yes, 3G sim cards will work on GSM DUALSIM™ phones, the 3G SIM card will operate like a normal GSM SIM Card. DUALSIM™ handsets can also read USIM cards, commonly used by networks such as 3 (Three), this is unique, as only a small number of handsets currently available can utilise both USIM and SIM cards.

Can I have two different phone companies in one phone?

Yes, you can have any GSM card in the phone you wish, including overseas cards. The phone is not locked to any network, so no jail breaking is needed or fee for unlocking.

We have tested the phone extensively with networks around the world, perfect to travel with unlike locked prepaid phones; you can call using a local sim card to save on roaming charges. Don't get stung with roaming charges with the DUALSIM™, keep your current number and make calls using a local sim card to avoid those exorbitant roaming charges.

Further reading:

- www.finess.com.au
- michaelvisser.com.au

Does my DUALSIM™ Mobile work in the USA?

Yes, your DUALSIM™ phone will work in the USA but will depend on the region and network you are using. We support networks that operate on the 1900Mhz frequency commonly operated by newer carriers in the US. Carriers still using the older 850Mhz standard are not supported. Check [GSM World](#) for the latest.

Does my DUALSIM™ Mobile work in the Japan?

No, Japan does not have a GSM infrastructure and thus no GSM phones will work in Japan.

DUALSIM™ limitations?

1. There are no limitations with the DUALSIM™ phones, our phones operate both SIM CARDS at the same time and the Bluetooth, GPRS, SMS, MMS and WAP are available on both cards.
2. Your DUALSIM™ phone is TRI-BAND GSM 900/1800/1900MHz used by all European, Asian (except Japan and South Korea), Pacific (including New Zealand), most South American and North American countries.
3. The charger included in a multi voltage charger and would work in most areas around the world.
4. We have a database of carriers WAP and MMS Setting updated frequently on this website. You should confirm the details with your mobile carrier as setting may be changed without notice from the carriers. Check the [Support Page](#) for details.

Do I need to duplicate my phone book contacts for each SIM Card I insert into the DUALSIM™ phone?

No, the DUALSIM™ phone integrates BOTH SIM CARDS and the PHONES INTERNAL MEMORY contacts into a SINGLE phone book. You can see all the contact in a single phone book listing and clearly see which memory the phone number belongs to. You can call the listing using any SIM card, even if it's not listed on that particular sim card.

Can my DUALSIM™ play videos?

Yes, you can convert popular videos and play them on your DUALSIM™ phone. You can download the software in the support section.

Can my DUALSIM™ play MP3 Files?

Yes, the built in software allows quality sound to be piped to the built-in loud speaker. MP3 files can be used as ring tones and alerts to personalise you DUALSIM™ phone.

How much memory does my DUALSIM™ have for media storage?

Your DUALSIM™ can support memory expansion via micro SD cards. Currently the phones can support 2GB cards. That's about 500 mp3's or about 50 music albums.