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What is the difference between a dual SIM cell phone and a normal one?

A normal cell phone operates on only one card, while a dual SIM phone has 2 SIM cards.

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Can I be called on both cards at anytime?

Yes you can. You will receive calls on both cards, since they are both active at the same time

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What happens if I am speaking on one of the cards and I receive a call on the other card?

It notifies you as a call wait. And you can answer, ignore or reject the second call.

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Can I make a conference between line 1 and line 2?

Yes you can. A dual SIM phone has a conference feature as well.

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Can I make calls from both cards, at any time?

Yes you can. When you make a call, all you have to do is select which card you want to use.

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How do I know which card is receiving a call?

Your dual SIM cell phone will display which card is receiving a call.

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Can I use the contacts, messages, or any other information saved on the SIM cards?

Yes you can. The dual SIM cell phone will allow you use all information you saved on both SIM cards

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Are dual SIM cell phones stuck in one network or another?  
The dual SIM cell phones are operational in all GSM networks.

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Will the WIKI dual SIM cell phone work in my telephony provider network?  
The dual SIM cell phone operates on the following frequencies: GSM 900/1800 and also on 1900. As

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My WIKI dual SIM phone does not receive GPRS settings sent by my service provider!  
You need to walk into the [technical support](#) of your service provider so they can set it up manually or

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My bluetooth is not sending or receiving files  
Make sure the bluetooth of sending and receiving device are both powered on, and use same bonding

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Can I use my WIKI dual SIM phone as a webcam?  
Yes. It has a front and back camera and supports most web chats.

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Can I temporarily de-activate 1 SIM and have 1 SIM active?  
Yes. Go to Settings, dual module settings, and de-activate or activate either SIM.

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My question is not addressed  
Chat with us here or email [Support](#) .

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**FREE MINUTES** {faqslider inline/sliders}

When do I get my Free Minutes?

Kindly \* [register here](#) for your 24 month Free minutes and SMS

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Do I get Free minutes on both SIM cards?

No. Just 1 SIM card is eligible for Free minutes

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What date do I receive my Free minutes monthly?

Cell C airtime is allocated on the 15th of each month. Vodacom is allocated on the 1st of every month.

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Can I get all the 24month Free minutes in 1 month?

No.

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Can I top up when my monthly Free minutes runs low?

Yes.

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How much Free minutes and SMS do I receive every month?

With Cell C you will receive R115 airtime per month and 100 SMS per month for 24months. Total value

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Over how many months will I receive this?

24 months

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Can I get Free minutes on a contract card?

No

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I have an existing number, how do I receive my Free minutes?  
It will take between 48 and 72 hours to process thereafter you'll receive your Free minutes on the day

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I'm getting a new number, how do I get my Free minutes?  
We do supply either a Cell C, MTN, or Vodacom SIM card if you need a new card.

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Do I have to RICA my SIM card?  
Yes

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Can I port my number?  
Yes

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Can I be billed per second?  
Yes

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Will I still have my Prepaid airtime already loaded onto my SIM with the 24month Free minutes?  
No.You'll lose previously loaded call credit

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So what happens after 24months?  
You can either extend or port to your original state before your Free Minutes package.

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Can Free minutes be carried over?  
Yes. But not beyond 3months

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I've got another question?

Please email [customer service](#)

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## ORDERS

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Can I make changes to my order?

We want to get product [orders to you as quickly as possible](#) so we encourage you to return the product to the partner

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My order won't go through. What should I do?

If you have a problem [order is probably a related incident](#) causing help. Please refer to the star

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My order was cancelled. What happened?

This is highly unlikely to happen but, if it does, it is probably because a delivery we expected failed to

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## PAYMENTS {faqslider inline/sliders}

How do I pay?

PayPal, Google Wallet, [Sales](#) (Electronic Fund Transfer). We accept VISA, MasterCard, Diners and m

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How should I enter my payment information?

EFT (Electronic Fund Transfer) Credit card Number. Your credit card number should be written as a c

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Are there any extra charges?

All prices quoted on the online store are inclusive of all shipping charges and taxes. We will charge yo

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**DELIVERY** {faqslider inline/sliders}

My order has not arrived. What should I do?

Wikiglobal ships from a [customer service](#) warehouse and where it is sold. This means that shipping times vary

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My order is not complete or the wrong product has arrived. What do I do?

If you ordered more than [customer service](#) with the details of what is missing. We will work as quickly as

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**RETURNS** {faqslider inline/sliders}

My product doesn't work. Will you take it back?

If you have difficulties with [customer service](#) please write to us. You can find our FAQ online to help you

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Can I change my mind and send a product back?

We are happy to accept [returner goods](#) in good condition if they are the latest within 7 days of delivery

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