

How to use

Using Lycamobile is simple. Just click below to learn more.

Get started

You can get started with Lycamobile by following these easy steps:

- Insert your Lycamobile SIM card into your mobile and switch it on
- Top-up your Lycamobile
- You can now make and receive calls and SMS from your Lycamobile
- Register your SIM online

Help

If your mobile phone is locked it may show one of the following messages when you insert your Lycamobile SIM: 'Invalid SIM' or 'Insert SIM'. Unlocking your mobile phone is easy – simply call our Customer Services team on [+40 377881276](tel:+40377881276) or 151 for advice.

Top-up your balance

You can purchase top-up vouchers at various locations throughout Romania.

To top-up:

- simply dial *131*PIN# and press send, or
- dial 555 and follow the instructions

To Top-up your balance from another phone or whilst you are abroad:

- Dial +40 377 881276 and follow the instructions

You can also top-up your Lycamobile online, which is the most convenient way to top-up your Lycamobile.

- Register your Lycamobile SIM online ([click here](#) to register your sim card)
- Top-up your Lycamobile instantly online using a debit or credit card

Check your balance

To check your Lycamobile balance in Romania, either:

- Enter *131# on your Lycamobile, press send, and your balance will be shown on your mobile phone screen, or

- Dial 555 and listen to your balance.

To check your Lycamobile balance whilst you are abroad:

- Dial +40 377 881276 and listen to your balance.

Access your voicemail

Your Lycamobile Voicemail service has been automatically activated. Using your Lycamobile voicemail you can:

- Listen to messages left for you
- Record a personalised welcome message
- Select your preferred language
- Set your voicemail access code to access your voicemail from other phones

To access your voicemail from your Lycamobile in Romania

- Dial 150 and follow the instructions

To access your voicemail from abroad

- Dial +40 377 881276 and follow the instructions

Conference Call**

- You can use your LYCAMOBILE to talk to up to three people at the same time when you make an international call.
- Dial your first number abroad and when your first call connects press **. Wait for the voice prompt, dial the next persons number and they will automatically join your call when they answer
- You can talk to up to three people simultaneously - simply repeat the steps above to add additional people to your call
- You can disconnect one of the callers just enter *1 for the first caller, *2 for the second caller and *3 for the third caller

Choose your own language

You can select the language to be used for your Lycamobile Voicemail and Top up service. To select your preferred language:

- Dial 1244 or (92#).

- Select the 'Settings' menu.
- Select the 'Change Language' option.
- Select your preferred language.

Transfer your existing mobile number to your Lycamobile

You can keep your existing mobile number and transfer it to Lycamobile service. To transfer your existing mobile number please please [click here](#) to download the PORT IN FORM and contact customer services for further assistance.

View your Lycamobile number

You can view your number by dialling *132# and it will appear on the screen of your headset.

Use your Lycamobile abroad - roaming

You can use your Lycamobile to make and receive calls and SMS in a large number of other countries.

For information on countries where you can make and receive calls and SMS, and current charges please visit [click here](#).

Contact Lycamobile customer services

You can contact Lycamobile Customer Services from 8am to 8pm, 7 days a week.

To contact Lycamobile:

- Dial 151 from your Lycamobile
- Dial +40 377 881276 from another phone or from abroad
- e-mail us at cs@lycamobile.ro