

travelsim[®]

User Manual

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Welcome to TravelSIM

Before you leave there are 4 steps that you must do:

**Step
1**

You must activate your TravelSIM card

If you don't activate, it won't work!

**Step
2**

Learn how to make calls using your TravelSIM

Learn how to dial international numbers; it's easy when you know how!

Incorrect dialling is the number one error made by TravelSIM customers.

**Step
3**

Top up your TravelSIM

Your TravelSIM comes with some credit to get you started, but you will need to add more.

**Step
4**

Do you need any help?

Please take the time to learn how to contact us while overseas.

If you have any issues with the service we want to know about it so we can fix it! Contacting TravelSIM is easy

How to Activate Your TravelSIM

1. Carefully press out the TravelSIM card from the plastic holder and insert into your unlocked GSM mobile phone (the phone that you will be using while overseas).
2. Turn on your phone.
3. If your phone prompts you to enter a PIN, enter the four digits PIN-code (the PIN-code is printed on the back of the TravelSIM card holder).

Go Online

Go online to www.travelsim.net.au and click on “Activate SIM” at the top right of the page and follow the instructions.

Over the Phone

Put the TravelSIM card into the mobile phone that you will be using while overseas and turn it on.

Note: If you only have one mobile phone handset; activate the TravelSIM service first using your existing Australian SIM card before inserting the TravelSIM.

Call us on:

1300 851 676

Or

+61 2 8668 7500 (if you are outside of Australia).

Please have your personal contact details and TravelSIM information ready for activation.

Note: You can call us from any phone but not from your TravelSIM as it is not activated yet.

- ➔ Your phone will now have a new telephone number that works in over 190 countries.
- ➔ You are now ready to start making and receiving calls at a fraction of the costs from all over the world.



Let your friends, family and business colleagues know your new international travel number.

Your TravelSIM Account

Your TravelSIM comes with a personalised online account with all the information relevant to your TravelSIM service.

From here you can:

- ➔ Check your account balance
- ➔ Top Up your TravelSIM service
- ➔ Activate Handset Top Up
- ➔ Purchase additional TravelSIM products
- ➔ View your order history
- ➔ Check your call log
- ➔ Manage your profile
- ➔ Get help
- ➔ Contact TravelSIM

And much more . . .

To access your TravelSIM account, all you need to do is visit our website www.travelsim.net.au and follow the links to “My Account” login – *it’s that easy!*

How to make a call

Follow these five steps and you'll be chatting in no time

Step 1

Dial the number you wish to call in full international format. When entering the number you wish to call make sure to include + sign in front of the number you are dialling, followed by the country code, area code and local number.

For instance: if your destination number is in Australia dial +61 (country code) followed by the area code (removing the leading zero) then the local number. If you are dialling a mobile number start with the + sign then the country code followed by the mobile phone number without the leading zero. A full list of country codes can be found at www.travelsim.net.au.

Step 2

Press Call button. You may see a message on your screen that says "Wait for call". Some handsets may not display "wait for call" or they may display other messages.

Step 3

In a few seconds your phone will ring.

*Hint:
Start with
the '+' sign*

Step 4

Answer the call like you normally would.

Step 5

You will hear a recorded voice that tells you your credit balance and you will then be connected to the number you called. (If your call drops out after you hear your credit balance, it is likely that you have dialled the number incorrectly).

Tip!

TravelSIM: The Golden Rule!

You must always dial the full international number, no matter where you're calling from or where you're calling to.



Remember to remove the leading zero from the area code or mobile number.

Override Code

A small number of handsets or older style phones (5 years +) may require a different dialling method (an override code) when making calls with TravelSIM.

Numbers may be dialled using the following format:

*146*00ccNumber#

For Example

To call + 61 427 671 760 you would dial: ***146*00 61 427 671 760 #**

To call +61 2 8668 7500 you would dial: ***146* 00 61 2 8668 7500 #**

The TravelSIM Menu

When you put the TravelSIM into your mobile phone, a new option will be added to your phone's menu – this is the TravelSIM menu (sometimes called the SIM menu, TravelSIM, SIM Applications)

From the SIM menu you can:

- ➔ Check balance
- ➔ Add Credit
- ➔ Access Customer Care
- ➔ Make calls (for New Zealand and U.A.E.)

Where is the SIM menu in your mobile phone?

Nokia: nearly always under the main menu, down the bottom

LG and Samsung: usually under Tools or Applications

Sony Ericsson: usually under Entertainment

iPhone: usually in Settings>Phone>SIM Applications

Android: All Applications>SIM Toolkit



Making a call using the SIM Menu

SIM Menu dialling is an alternative way to make a call using your TravelSIM.

In some cases, a country you are travelling to (such as New Zealand and U.A.E.) is not suited to classic TravelSIM dialling methods and SIM dialling is required. There are also some handsets that require you to dial from the SIM menu.

To make a call using the TravelSIM Menu

1. Access the SIM menu in your handset
2. Select Call
3. Enter the number you wish to dial in full international format
4. Press Yes or OK

The TravelSIM will then place the call exactly the same way as classic TravelSIM dialling. When your phone rings, all you need to do is answer it and you will be connected to the number you are trying to contact.

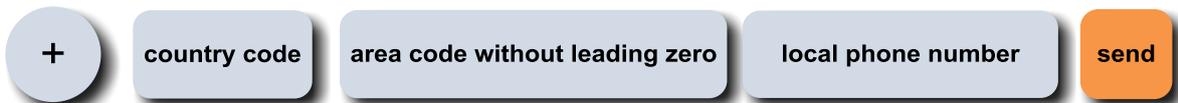
How to Dial International Numbers

You must always dial the full international number, no matter where you are calling from or where you are calling to:



When calling someone in the same country as you always dial as though you are calling from outside the country.

How to call landline (fixed) numbers



How to call mobile (cellular) numbers



Examples:

Call Australian landline number:

To call this number from TravelSIM: 02 8668 7500

You would dial: **+61 2 8668 7500**

Think of it like this, just replace the first zero of the number with "+61"

Call Australian mobile (cellular) number:

To call this number from TravelSIM: 0427 671 760

You would dial: **+61 427 671 760**

Think of it like this, just replace the first zero of the number with "+61"

TravelSIM Menu Calling

The SIM Menu can also be used to place a call. This method works best for some networks (e.g. New Zealand and U.A.E.). There are a few handsets that can only dial from SIM menu.

Just go to the SIM Menu in your phone's menu system and select the "call" option. Enter the full international number and press ok.



Write down the numbers you may want to call when you are travelling. Free Practice – Make calls with TravelSIM by calling yourself at home. Just don't answer your call and there is no charge!

How to Top Up

TravelSIM is a prepaid service. You will need to add credit to your account to make calls.

Handset Top UP

Handset Top Up allows you to add credit using the menu functions of your mobile phone. You must register for this service.

To register, simply visit www.travelsim.net.au and log in to your TravelSIM account. Follow the instructions to register for Handset Top Up.

Once registered for Handset Top Up

Follow these instructions each time you want to Top Up:

1. With the TravelSIM in your phone go to the SIM menu
2. Select "Add Credit"
3. Enter the PIN for the amount of credit you wish to add

The PIN codes for topping up through your phone are:

The PIN is the 'Star' button on your mobile along with the amount you want to Top Up (see opposite). Once you have entered the PIN, press OK and your top up request will be processed. You will get an SMS letting you know the transaction is complete and your new account balance.

PIN	AMOUNT
*25	\$25
*50	\$50
*100	\$100
*200	\$200



The SMS may take some time but your top up won't. Just check your balance to make sure it has gone through.

Online Top Up

Go to www.travelsim.net.au and log in to your TravelSIM account using your username and password. Follow the steps to top up your account.

Over the Phone

You can contact our customer service centre to top up over the phone. Have your TravelSIM number and your credit card handy.

Call **+61 2 8668 7500** from anywhere in the world (**1300 851 676** from an Australian service), select "Top Up Your TravelSIM" and follow the prompts.

Charges will apply if calling from a TravelSIM.

Auto Top Up

Only recommended for frequent travellers! Similar to Handset Top Up, except your account is topped up automatically when your balance falls below US\$10.00. All you need to do is register the same way as Handset Top Up.

Retail

1. Buy a TravelSIM voucher with Airtime.
2. Scratch the security layer off the card to reveal your 10-digit PIN (for example 1234567890).
3. **Dial 098** PIN (10-digit PIN you received before, for example 1234567890).
4. Press Call (to make a call):
5. Your updated TravelSIM balance will be displayed on the screen.
6. TravelSIM menu



At any time you can use the SIM menu to check your balance – this is a free service.

How Long Does Your Credit Last?

TravelSIM credit lasts for 6 months from last use. This means that your credit will not expire as long as you are using the TravelSIM.

Make one short connected call every five months to keep your account and credit active.



How Can Someone Call You?

There are two ways someone can call you now that you have your TravelSIM in your mobile phone:

- They can call you directly on your TravelSIM number from mobiles or landlines or
- They can use the TravelSIM Toll Free Service to contact you.

TravelSIM utilises an Estonian Mobile number range for roaming access, this means when someone is calling a TravelSIM service they will be charged at International Mobile rates to Estonia (rates vary according to service provider). The Toll Free Service is often the cheapest way for family and friends to stay in contact.



They can call you directly on your TravelSIM number:

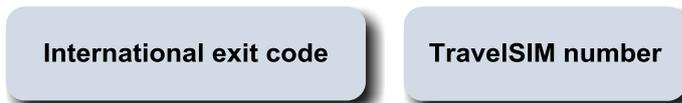
From Mobiles (cellular)



For example, from any mobile dial + 372 ## ### ###

Note: the + sign is recognised by all networks in the world as the universal exit code for mobiles.

From Landlines (fixed)



International Exit Codes or International Direct Dialling Codes (IDD) are required to dial internationally out of a country. These codes vary from country to country, however people generally know what the exit code is for their country.

Other Exit Codes / IDD that may help you:

Country	Exit code	Example
Australia	0011	0011 372 ## ### ###
UK, Italy, France, Greece, Spain (most of Europe)	00	00 372 ## ### ###
China, Malaysia, Philippines, Vietnam, India	00	00 372 ## ### ###
New Zealand, South Pacific	00	00 372 ## ### ###
USA, Canada (most of the Americas)	011	011 372 ## ### ###

They can use the TravelSIM Toll Free Service to contact you:

Instructions:

1. From Australia they simply dial **1800 424 087** from any landline or from a mobile (carrier charges may apply)
2. They will hear a recorded message asking them to enter the TravelSIM number
3. They enter the TravelSIM number (without the + sign or exit code)
4. They will be connected through to you



While it is free for the caller to call you (from a landline), you will receive a surcharge* of USD\$0.35/minute to receive a call from the Toll Free Service.

*surcharge means that you will be charged in addition to any charge to receive calls for the country you are in at the time of the call.

This is often the cheapest way for family and friends to stay in contact. TravelSIM also offers Toll Free Services from a number of other countries. For full details on this service and our other Toll Free numbers, please see our website: www.travelsim.net.au

The service works on tone so use a consistent speed when entering the TravelSIM number.



SMS Messaging

Can you send SMS messages? Sure! It's easy – just do as you normally would, but . . .

Remember to use the full international number including the  sign.

Free to receive!

It is always free to receive an SMS message on your TravelSIM service – no matter where the message is being sent from.

If your balance falls below US\$5 you won't be able to send an SMS unless you Top Up your credit first.



Unlimited Free SMS*

Your family and friends can send you unlimited and Free SMS messages straight to your TravelSIM phone from our website!

No obligation! No need to buy anything or register! Simply go to www.travelsim.net.au home page and look for the FREE Web SMS button.

* Unlimited Free SMS only to TravelSIM numbers from the TravelSIM website.

Data Service

TravelSIM offers GPRS Data to all TravelSIM users in most countries; in some countries this also includes 3G. See our Coverage and Rates page at www.travelsim.net.au for information on coverage and rates. There is no flag-fall or connection charge for data.

To activate data service:

Data activation can be arranged by contacting us.

Once this has been done the following settings need to be entered into the phone:

- ➔ APN: send.ee
- ➔ Username: enter your TravelSIM number
- ➔ Password: leave blank
- ➔ Turn data roaming on

We encourage all customers to carefully check rates for data on the TravelSIM web site. Data rates can be very expensive in some countries when compared to using the internet at home or at an internet cafe. You need to be aware of the costs before you use data on you mobile.



GPRS Rates are charged in 10Kb chunks. GPRS/Data will not be available if your TravelSIM account balance falls below \$9.00 USD.

Helpful Handset Tips

Helpful handset tips every traveller should know.

Locked Handsets

You must ensure that your handset is unlocked for TravelSIM to work. When you insert your TravelSIM you may see a message like this if your phone is unlocked:

- ✎ Restricted SIM
- ✎ Insert Correct SIM
- ✎ SIM registration failed

Contact your service provider to have the phone unlocked.

Locked iPhone

To complete the unlocking process the iPhone will need to be connect to iTunes to run a resync and software update.

1. Download iTunes to your desktop
2. Connect the iPhone and “Devices” will appear on the left hand side where the playlists are.
3. Resync and make software update
4. Test TravelSIM in iPhone

If the phone is still coming up with SIM PIN repeat above process then restore the phone (remember to back up data first). For further assistance call Apple Customer Support - 1300 321 456.

Compatibility Mode

Some style handsets may need a simple setting change to the SIM card. This setting change is usually required for most Samsung, LG and HTC phones. It may also be required for some versions of the Apple iPhone.

You only need to do this once:

1. Open “TravelSIM” menu
2. Select “Settings”
3. Agree with message by pressing “Yes” or “OK”
4. Dial digits “1101” and select “Yes” or “OK”
5. “CC Option X: On” will display and then select “Yes” or “OK”
6. Switch phone off and on – then try making a call



To turn off compatibility mode (if you are switching to a handset that doesn't require it) follow the same instructions, but enter setting 1102 in step 4.

TravelSIM Voicemail User Guide

Voicemail is an answering machine that responds to incoming calls when you are unable or do not wish to answer.

Voicemail main possibilities:

- Record messages;
- Listen to messages;
- Administer Voicemail (changing user name and greetings).



Before using Voicemail, you may need to setup your mobile phone to the tone dialling mode. Check the manual of your phone for details.

How to turn on Voicemail

1. To activate Voicemail please dial: **091** (for old handsets please dial: *146*091#)
2. Press call
3. Message will be displayed: “Voicemail is now activated”

Before checking of your Voicemail

1. Make sure you have the TravelSIM card inserted in to your mobile phone.
2. Turn on the phone.
3. Make sure the TravelSIM network coverage is available.

Listening to Voicemail messages

1. To access Voicemail please dial: **095** (for old handsets please dial: *146*095#)
2. Press Call button and you will see “Wait for call” displayed on the screen.
3. In a few seconds you will receive a call, just answer the phone regularly.
4. You will hear how many messages you have.
5. Now you are in the main menu of your Voicemail.
6. Press 1. All messages will be played.

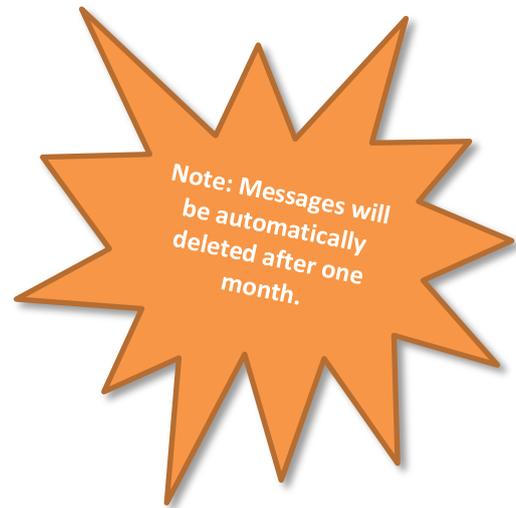
Voicemail main menu options

1. Press * Help
2. Press 0 Mailbox options
3. Press 1 Listen messages
4. Press 2 Change folder
5. Press 3 Advanced options
6. Press # Exit

Options while listening to messages

You might want to hear, save or delete some message again.

1. Press * Help
2. Press 1 to listen to the message
3. Press 2 to change folder
4. Press 3 to enter advanced options submenu
5. Press 5 to listen again
6. Press 6 to listen to next message
7. Press 7 to delete*/undelete the message
8. Press 8 to forward the message.
9. Press 9 to save the message
10. Press 0 to return to mailbox options
11. Press # Exit



Change folder

During saving messages you may choose a folder where it is stored. Please note that messages will not be stored for longer than one month. After one month messages will be automatically deleted.

Using “change folder” option you can access to messages stored in various folders.

Next options are available:

1. Press * Help
2. Press 0 view message
3. Press 1 Old message
4. Press 2 Word message
5. Press 3 Family message
6. Press 4 Friend message
7. Press # Exit

Configuring Voicemail

Press 0 when you are in main menu

Now you have accessed “mailbox options” menu and next options are available:

1. Press * Help
2. Press 1 to record unavailable message
3. Press 2 to record busy message
4. Press 3 to record your name

5. Press 4 to record your temporary greeting
6. Press 5 to change password.
7. Press # Exit

Recording your unavailable or busy messages

When recording your unavailable or busy messages, your name or temporary greeting messages, next options are available:

- ➔ Press 1 to accept record
- ➔ Press 2 to listen to the record
- ➔ Press 3 to record once more

Change password

In case if you have external number for accessing to your Voicemail, password prevents strangers from listening of your Voicemail and changing the settings

Select a password combination that is easy to remember, but difficult to guess.

Advanced options

Press 3 when you are in the main menu. Now you have accessed “advanced options” menu.

You’ll have next options available:

- ➔ Press 5 to leave a message for another user
- ➔ Press * to return to main menu

TravelSIM Diversion Service

Like to keep your existing number? It is possible to divert all calls from your existing mobile service to your TravelSIM service using the TravelSIM Diversion Service (charges apply).

How does it work?

The TravelSIM Diversion Service works by using an Australian landline number, which is then mapped to the TravelSIM service. You divert your existing mobile number to this auxiliary number. When someone calls your existing service it will be diverted to the TravelSIM.

How much does the TravelSIM Diversion Service Cost?

There is no cost to setup diversion; however there is a US\$0.21 per minute surcharge to receive calls using the diversion service.

If an Australian landline number is used when mapping the diversion, callers may be charged by their local carrier to divert their existing number. This is usually a low cost and in the case of mobiles may be included in the mobile plan.

Who should use the TravelSIM Diversion Service?

The Diversion Service is available if you absolutely have to keep your number for incoming calls when travelling.

Diverting your existing mobile number or office number is not always a good idea when you travel; do you want to get normal calls when you are travelling? You may be in a very different time zone.

Most customers find it is easy to inform people who need to know of their new TravelSIM number and they can contact them directly.

Features and Benefits of the TravelSIM Diversion Service

- ➔ Still get amazing TravelSIM rates when calling out.
- ➔ Never miss an incoming call.
- ➔ Keep your existing contact details.
- ➔ You can couple the service with TravelSIM Voicemail if needed - FREE voicemail deposits.

How can I set up a TravelSIM Diversion?

Please contact us to arrange set up. We will allocate the necessary Australian landline number and advise how to map your current contact number to your new TravelSIM Diversion Service.

TravelSIM Personal Assistant Service

TravelSIM's revolutionary new Personal Assistant service provides all your travel information, events & leisure information, business services, medical assistance, emergency help services, as well as a live language translation service in over 77 languages.

If you need to book or pay for a service (such as tickets to a local event), Personal Assistant can securely take payment via credit card over the phone. This process is very secure as your information is undocumented and processed instantaneously, meaning you can receive information, book AND pay for a service....all in one phone call!

TravelSIM Personal Assistant service is available 24 hours a day, 7 days a week, 365 days a year!

The range of services includes:

- Transport, hotel and vehicle information and reservations
- Live language translation and support in more than 70 languages
- Country, visa, currency and medical information
- Personal safety advice
- Performance of minor tasks such as faxing or emailing with the "Secretary" service
- Information on booking tables at restaurants and tickets to events
- Information on local events, attractions and leisure activities
- Business services such as arranging a meeting or a conference call
- Medical referrals and ambulance arrangement
- Information on local legal representatives

How do I access Personal Assistant?

To access Personal Assistant, simply dial **+372991** from your TravelSIM.

How much does it cost?

Personal Assistant costs \$15 AUD to sign-up (deducted from your balance when first calling the Personal Assistant service) and provides **six months of unlimited usage**. When using the service, you will then only pay the normal rate to make phone calls from the country you are in.

Visit www.travelsim.net.au/personalassistant for more information and a full list of services.



Check
www.travelsim.net.au/personalassistant
for a full list of services

Troubleshooting Tips



If you have a problem with your service please try this first!

Turn your phone off then on.

It doesn't hurt to do this each day as this will refresh your connection with the local network.

Problem	Possible Cause	Solution
Can't send an SMS	Once your balance falls below US\$5 you will not be able to send an SMS message.	Check your balance to see if you have enough credit. If you are less than US\$5 you will need to top up.
	Have you entered the mobile number correctly?	Make sure you enter the number in full international format remembering to include the '+' sign.
	Incorrect Service Centre Number (SMSC) saved in the phone.	The TravelSIM Service Centre Number (SMSC) is +3725099000. The SMSC can be found under the message settings in your mobile phone.
Can't make a call	Have you turned your phone off and on lately?	Switching your phone off then on will refresh your connection with the local network.
	Do you have enough credit to make an outgoing phone call?	If your balance is too low you will need to top up to continue using the service.
	Are you dialling the number correctly?	Ensure you are dialling the number in full international format remembering to include the '+' sign.
	If you have a Samsung, LG, HTC or iPhone you may require Compatibility Mode.	Make setting change.
	Are you getting Call Barred or does the call end itself?	These are common responses for older style handsets. Please see override code.

Problem	Possible Cause	Solution
Can't receive a call	Is your correct TravelSIM number being dialled?	See "How to call a TravelSIM".
	Does the number you are calling from have access to call international numbers?	TravelSIM is an international service so numbers must be able to dial internationally in order to call your TravelSIM. Remember the 1800 Toll Free number can be used without international access.
	Is it a network related issue?	Try calling the TravelSIM from another network to make sure there are no local issues causing the problem.
	Do you have enough credit?	Depending on your location you may need to have credit in order to receive a call. Check our rates page for full details and top up to continue using the service.
No Coverage/Restricted	Have you turned your phone off and on lately?	Switching your phone off then on will refresh your connection with the local network. If you find coverage is low, try switching networks.
	Is your phone saying "restricted SIM", "insert correct SIM"? If so it is probably locked.	You will need to contact your Australian service provider where you purchased the phone to have it unlocked. Alternatively, remove the SIM and ensure it has been inserted correctly.
	Does TravelSIM have coverage in the country that you are in?	Please check our coverage and rates page for full details.
	Is your handset compatible with TravelSIM?	Most handsets work but a small number do not. Please check the incompatible handset list.