



# TravelSim Distributor Support Manual

# Contents

|   |    |
|---|----|
| Contacts  | 3  |
| Procedure for accessing technical support service               | 4  |
| Normal level  | 5  |
| Urgent level  | 5  |
| Very urgent level   | 6  |
| Example of request  | 6  |
| Trouble ticket escalation procedure                             | 7  |
| TravelSim manual (end user version)                             | 8  |
| Command codes   | 11 |
| Detailed manual and frequently recurring problems and solutions | 13 |
| How to start using TravelSim card                               | 13 |
| Balance   | 14 |
| Outgoing call   | 15 |
| Incoming call   | 20 |
| Sending text messages (SMS)                                     | 21 |
| Mobile Internet - Data Service                                  | 23 |
| Voicemail   | 25 |
| Call redirection from TravelSim to any other number             | 28 |

# Contacts

TravelSim technical support telephone:

- for distributors: [+372 68 68 566](tel:+3726868566) (please do not disclose this number to end clients)
- for end clients: [+372 68 68 000](tel:+3726868000)

Operating hours of TravelSim technical support: [24/7/365](#)

TravelSim technical support e-mail: [support@travelsim.com](mailto:support@travelsim.com)

# Procedure for accessing technical support service

Before sending a request to TravelSim support, please check TravelSim distributor support manual. When you send a request to TravelSim for the first time by email to the address [support@travelsim.com](mailto:support@travelsim.com), you generate a unique user name and password. Use this data to gain access to the HelpDesk system. Please use the HelpDesk system to monitor the status of your request. HelpDesk is located at: [helpdesk.topconnect.ee](http://helpdesk.topconnect.ee). When you submit a request to support, you receive an automatic response with a unique ticket number within two minutes to the email address from which the letter was sent.

Please send requests directly to TravelSim support. Technical questions cannot be solved by other departments and will be redirected to the support team anyway, which can extend the response time. Follow the recommendations listed below and we will make sure that issues will be resolved in a timely manner.

## Accessing technical support service depending on priority level

The table below shows priority levels of requests and communication methods, first feedback deadline and problem solving deadline of each request type. Please note that in the case of normal level there is no need to contact customer care by phone: it is enough to send a request via email or Helpdesk.

| Level of priority | Communication method  | First feedback deadline | Problem solving deadline  |
|-------------------|---|-------------------------|---|
| Normal            | Request by <a href="#">email</a> or Helpdesk  | up to 2.5h              | from one hour to 2-3 days in case the request cannot be solved internally and the answer from partners is awaited       |
| Urgent            | Request by <a href="#">email</a> or Helpdesk + call to support<br><a href="tel:+3726868566">+372 68 68 566*</a> | immediately             | up to a few hours or as soon as possible in case the request cannot be solved internally and other parties are involved |
| Very urgent       | Request by <a href="#">email</a> or Helpdesk + call to support<br><a href="tel:+3726868566">+372 68 68 566*</a> | immediately             | as soon as possible   |

**\*NB!** Please note that support number [+372 68 68 566](tel:+3726868566) is for distributors only, support number for end clients is [+372 68 68 000](tel:+3726868000).

## Normal level

### Characteristics of requests

Requests of normal level are problems experienced by individual clients, they are being solved one by one upon receipt. The main parameter of request of normal level is that the problem does not have massive character and huge influence on the TravelSim service.

### Submission of requests

Please submit requests of normal level by email to [support@travelsim.com](mailto:support@travelsim.com) or via Helpdesk system.

### Examples

- The subscriber cannot get through to a certain number
- Impossible to reach the number of subscriber, the call is interrupted
- When making an outgoing call, the subscriber sees an unknown message on the screen
- The subscriber has difficulties with the use of SMS / GPRS / MMS / Cell ID / Voicemail, the problem is individual
- Possibly failed SMS message
- The subscriber cannot register on the certain network
- Phone displays the message "NO SIM CARD"
- Suspicion of incorrect billing

**The first feedback deadline** is up to 2.5 hours.

**The problem solving deadline** is from one hour to 2-3 days in case the request cannot be solved internally and the answer from partners is awaited.

## Urgent level

### Characteristics of requests

This level implies that the problem affects large groups of subscribers, but does not have a global impact on the TravelSim service.

### Submission of requests

If the problem requires a quicker solution, please send the problem description to [support@travelsim.com](mailto:support@travelsim.com) or submit request in Helpdesk and give a call to support line for distributors +372 6868 566 referring to the trouble ticket number. When you submit a request to support you receive an automatic response with a unique number within two minutes to the email address from which the letter was sent.

### Examples

- Many subscribers cannot reach numbers of a specific country
- Many subscribers are unable to register on a specific network
- SMS messages cannot be sent to any particular country or area/from any particular country or area, it is confirmed by many requests
- Problems with less critical services such as voicemail, Cell ID on a larger scale

- Failures of service in a specific network, e.g. GPRS service is not working in the network Orange France
- Poor sound quality of calls to a certain destination, confirmed by numerous complaints.

**The first feedback deadline** is immediate.

**The problem solving deadline** is from one hour to 2-3 days in case the request cannot be solved internally and other parties are involved.

### Very urgent level

#### Characteristics of requests

The problem affects large groups of subscribers and has a global impact on the TravelSim service.

#### Submission of requests

The procedure is identical to the urgent level requests.

If you find that issue is of a very urgent level, please send request by email or Helpdesk and call to support +372 68 68 566. Please ensure that your request is registered in writing and you have the trouble ticket number.

Please note that the support engineer on duty is taking decision to classify problem as urgent/very urgent.

#### Examples

- Massive problems with incoming / outgoing calls
- USSD commands do not operate (massively)
- Global failure of GPRS / SMS services
- Failure of XML API
- Disruptions in the billing
- Failures of Quick navigate, Simple SIM manager

**The first feedback deadline** is immediate.

**The problem solving deadline** is as soon as possible.

### Example of request

Please view an example of request to technical support.

**Subject:** A brief description of the problem  
Problems with calls.

#### The letter:

TravelSim Number: 37253204395

Handset Model: Samsung X150

IMEI: 357770008967405

What and how a customer dials: 0037253204393 \*146\*0037253204393# (direct

dial, via prefix, via SIM menu)

Date and time in GMT format when the problem occurs: May 14, 2012

18.30-19.00 GMT

Number to and Number from: from + 37253204395 to +37253204393

A brief and accurate description of the problem: the client dials the number gets a callback, but the connection does not happen, he can hear short beeps.

Country: Australia

Network in which there is a problem: Telstra

What actions have been taken to solve the problem: tried to dial 5 times - same result.

In case of problems with network registration please provide a list of networks visible in manual search of the networks and the error message.

Technical support staff may ask for additional information if it is required.

### **Trouble ticket escalation procedure**

Here are stages of escalation procedure in TravelSim technical support.

1 level. Request to support via email or Helpdesk.

2 level. A call to distributors support line at +372 68 68 566. Before you make a call to support line, please ensure that your request is registered in writing and you have the trouble ticket number.

3 level. If the above contacts were not able to resolve the problem within the specified time (if you have not received response to your request within the specified time, or are not satisfied with the answer), you can contact the head of technical support using the phone number +372 8800 187. Please use this number only in the extreme cases of very urgent problems. Please ensure you have the trouble ticket number handy.

4 level. If the above resolve the problem, please contact your account manager.

# TravelSim manual (end user version)

## Phone number of TravelSim SIM card

TravelSim service is provided from Estonia, which is why there is the country code +372.

Number format:  
+3725372 XXX XXX, 37281XXXXXX or 37282XXXXXX

## Benefits

- Save up to 85% on calls from most international destinations
- Incoming calls in over 125 countries for free
- Works in more than 190 countries around the world
- Incoming SMS messages always for free
- No connection fee
- No monthly fee
- There are no commitments as there is no contract
- Validity of SIM card - unlimited, provided that at least every two years the card balance is topped up or at least one call is made or received. If the SIM card is not be used within two years, the number will be recycled (reused).

## How to start

1. Carefully punch out the SIM card from the plastic holder and insert it into your unlocked GSM mobile phone as instructed in the phone's user manual.
2. Turn on your phone.  
If your phone prompts you to enter a PIN, enter the four-digit PIN code (it is provided on the plastic holder).
3. Your phone will now have a new number that works in over 190 countries! Let your friends, family and business partners know your new number and start saving up to 85% on international roaming charges!

## How to call

1. Dial '00' or '+' followed by the country code and telephone number. Press call.  
eg. +44 20 1234 1234  
UK LONDON SUBSCRIBER  
eg. 0044 20 1234 1234  
UK LONDON SUBSCRIBER
2. In a few seconds your telephone will ring. Answer as you normally would.
3. You will hear a dial tone, as TravelSim connects your call.



## How to use the phone book

To use the numbers in your phone's memory ensure that you save the numbers with the international prefixes included.

eg. +44 20 1234 1234

UK LONDON SUBSCRIBER

eg. +1 212 234 1234

USA NEW YORK SUBSCRIBER

## How to check the balance

1. Dial on the phone keypad 099 and press call.
2. The message will appear on the phone display with information about the rest of your balance.

## How to top up the balance through the PIN-code

1. Buy a recharge card with airtime from your distributor.
2. Remove the protective layer from the card, under which there is a PIN-code - a combination of digits.
3. Dial 098 on the telephone keypad, and then after the whole combination of digits PIN-code with no spaces.
4. Press the call key.
5. A message will appear on the phone display with information about the completion of your balance.

## How to send and receive SMS messages

Do what you normally do.

## TravelSim Menu

After the TravelSim card is inserted into your phone the menu will automatically appear in the phone. By selecting this menu you will have access to the following functions:

- Address book
- Call
- Send TravelSMS
- Voicemail
- Check balance
- Add credit
- Customer care
- Settings

## GPRS settings

If for some reason the automatic settings are not saved, you must enter the following settings manually in your phone menu:

- APN (access point name)> send.ee.
- Username> your TravelSim card number as "372xxxxxxx."
- The field "Password" > leave blank.

To receive the settings to your phone, send SMS message to number 9100, in the message body should be IMEI (serial number of your phone, you can find it by typing in the phone \*#06#).

## MMS settings

APN: send.ee

Server address: <http://mms.emt.ee/servlets/mms>

Proxy address: 217.71.32.82 port 8080

## Technical requirements

It is possible to use TravelSim with almost any unlocked GSM mobile phone.

- Depending on the country where you are, your phone must support 800/850/900/1800/1900 GSM. To use TravelSim in Japan and South Korea, the phone must support 3G.
- Some very old phone models in the automatic mode do not support TravelSim service, in this case for making calls use TravelSim menu.
- NB! Some mobile operators block the phone from other SIM cards. In this case, before using the services the phone should be unlocked.

# Command codes

|  |   |
|--|---|
| <b>A call to customer care</b>                         | 096 or *146*096#  |
| <b>Balance</b>   |   |
| Checking the balance                                   | 099 or *146*099#  |
| Top up the balance with the PIN-code                   | 098 (PIN-code) or *146*098 (PIN-code) #<br>For example:<br>0981234567890123456<br>or*146*0981234567890123456# |
| <b>Set the GPRS settings on your phone by yourself</b> | Send an SMS to the number 9100, in the message body should be IMEI (serial number)                            |
| <b>IMEI (phone serial number)</b>                      | *#06#   |
| <b>Trustive SimWifi</b>                                |   |
| 60 minutes   | *146*1060#  |
| 150 minutes  | *146*1150#  |
| 600 minutes  | *146*1600#  |
| <b>Voicemail</b>                                       |   |
| Activate   | 091 or *146 *091#   |
| Deactivate   | 090 or *146*090#  |
| Check the number of messages                           | 094 or *146*094#  |
| Play the messages                                      | 095 or *146*095#  |
| <b>Call forwarding</b>                                 |   |
| Activate   | *146*081*00CCNN#<br>For example:<br>*146*081*0079212341234#   |
| Deactivate   | *146*080#   |
| <b>Personal assistant</b>                              |   |
| Service in Russian                                     | +372992 or 00372992 or *146*00372992#   |
| Service in English                                     | +372991 or 00372991 or *146*00372991#   |

|  |  |
|--|--|
| <b>Compatibility code</b>  | Works on some models of Samsung, LG, Blackberry, iPhone. On the phones of other brands compatibility code may not work.      |
| Activate   | TravelSim menu -> Settings -> 1101   |
| Deactivate   | TravelSim menu -> Settings -> 1102   |
| <b>SMS triggering</b>  |  |
| Activate   | TravelSim menu -> Settings -> 802  |
| Deactivate   | TravelSim menu -> Settings -> 801  |
| <b>DUAL IMSI USA mode</b>  |  |
| Forced activation of the American IMSI (used with 100% certainty that the client has a wrong IMSI) | TravelSim menu -> Settings -> 210101   |
| Forced activation of the Estonian IMSI (used with 100% certainty that the client has a wrong IMSI) | TravelSim menu -> Settings -> 210100   |
| <b>Reset the SIM card settings</b>   | TravelSim menu -> Settings -> 000<br>NB! At the same time all the settings, including the Compatibility Mode, will be reset. |

# Detailed manual and frequently recurring problems and solutions

## How to start using TravelSim card

1. Carefully punch out the SIM card from the plastic holder and insert it into your unlocked GSM mobile phone as instructed in the phone's user manual.
2. Turn on your phone.  
If your phone prompts you to enter a PIN, enter the four-digit PIN code (it is provided on the plastic holder).
3. Your phone will now have a new number that works in over 190 countries! Let your friends, family and business partners know your new number and start saving up to 85% on international roaming charges!

**NB!** If after installing the SIM card into the phone, the display shows "Insert SIM":

| Possible cause  | Solution  |
|---|---|
| Poor contact of the SIM card with the handset                             | Remove the card, wipe the contacts of the card and the handset, set SIM card back into your handset |
| Damaged handset   | Insert the card (for verification) to another handset   |
| The phone is tied to a specific network operator (locked)                 | Use the card in another handset   |
| If the SIM card does not work in any unlocked phone, the problem persists | SIM card must be replaced   |

## Balance

### How to check the balance

Report the balance to the subscriber, adding that he can check himself:

- in TravelSim menu, select "Check balance"
- dial 099 (or \*146\*099#) and press call. The display shows information about the amount of the balance.

### Top up through the PIN-code

PIN-code can be purchased from your distributor (individually for each partner). The balance cannot be topped up with a PIN-code purchased from another distributor.

Remove the protective layer from the card, under which is the PIN-code - a combination of 16 digits.

There are three ways to top up the balance using a PIN-code:

1. In the menu select TravelSim -> Add credit, enter the PIN-code.
2. Dial on the phone keypad 098 and the whole combination of digits of PIN-code with no spaces, for example, 0981234567890123456. Press call.
3. If your phone does not support TravelSim software features, enter the PIN in the format: \*146\*098(PIN-code)# (e.g. \*146\*0981234567890123456#) and press call.

After entering the PIN-code on the phone a message appears with information on the topping up airtime.

### **NB!** If the client cannot top up the balance

First you need to know exactly how the subscriber is trying to top up the balance of the SIM card (PIN-code, online or other options).

#### Verification points:

- Track the balance changes
- Check if the subscriber tops up the balance at the right website

### **NB!** If the completion using the PIN does not work

It is necessary to enter the 16-digit of PIN-code in the Quick Navigate in PIN space and see its status.

#### Verification points:

- Is PIN active?
- Was PIN used to top up the balance of the other card (it will be displayed when and to what kind of card the money went)
- PIN-code is standard or debit (prepaid, or depending on the balance of the distributor)
- Whether the PIN is purchased directly from the distributor of SIM card. If the PIN was purchased from another dealer, then it will be impossible to top the card up.

## Outgoing call

All outgoing calls are made only in international format, even if you make local calls in the host country.

There are four ways to make an outgoing call from the TravelSim card:  
Direct dialling, TravelSim menu, prefix, SMS triggering.

### Direct Dialling

1. Dial '00' or '+' followed by the country code and telephone number. Press call.  
eg. +44 20 1234 1234  
UK LONDON SUBSCRIBER  
eg. 0044 20 1234 1234  
UK LONDON SUBSCRIBER
2. In a few seconds your telephone will ring. Answer as you normally would.
3. You will hear a dial tone, as TravelSim connects your call.

**NB!** For some phone models direct dial numbers cannot be used. In this case, the phone gives an error like: "Call Forbidden", "Call is blocked", "Not allowed", etc. (Many phones give such messages, even if direct dialling is supported. For example, the Samsung brand phones give "Call not allowed", but after that a message "Wait for call" will follow and callback comes. On many phones by Nokia, there is a similar message, but is not necessary to implement the compatibility code).

To implement direct dialling with some models of LG, Samsung, iPhone, Blackberry, you must enter the special compatibility code.

### The compatibility code activation

Go to phone menu -> Sim menu -> Settings -> click OK -> enter the code 1101 -> click OK.

The code works in Samsung and LG; it may not work for phones of different brands, and if triggered, it is possible that after turning off the phone the set feature will be disabled and the code must be entered again (some versions of iPhone).

### Disabling compatibility code

Phone menu -> Sim menu -> Settings -> click OK -> enter the code 1102 -> click OK.

**NB!** For example, if TravelSim menu is not supported in a particular phone, you can insert the card into another phone and enter the compatibility code there. Then rearrange the SIM card, and it is possible that direct dialling will start working.

If the entered compatibility code does not work, you need to call through a service command \*146\*...#

### **Dialling the number through TravelSim menu**

Launch the phone menu and select "SIM menu" (the name of the menu may vary depending on the distributor).\* Enter the menu and select «Call».

Dial the destination number in international format (for example, a call to Germany, Dusseldorf 0049211NN).

\* This phone menu item appears automatically when SIM card is inserted in the phone, but it can be in the main menu, in applications, or games - it depends on your phone model (sometimes it may not be there at all: in some U.S. Smartphones with operating system Android and Windows Phone 7). In dualsim phones (you can use simultaneously two SIM cards) in order to display the TravelSim menu you need TravelSim card to be inserted into the first slot, i.e. make it a primary card. You should know that with the new phones, TravelSim card can be inserted into any slot. Next, to bring up the menu, select the slot with the TravelSim card as a main menu, but after the introduction of compatibility code you can make it not primary and direct dialling in this case will work.

### **Dialling through the service command (prefix): \*146\*...#**

Dial in your mobile phone without spaces: \*146\* destination number in international format # and press call.

For example: \*146\*0037251231234#

**NB!** After dialling the number via any of the above methods, the phone message «Wait for call» will be displayed. In a few seconds your telephone will ring, answer as you normally would. You will hear a dial tone, as TravelSim connects your call.

### **SMS triggering**

An alternative method to initiate the call is used if USSD dial is forbidden on the operator network (USSD dial is banned in the United Arab Emirates and Saudi Arabia and some other countries in case of force majeure).

If USSD dialling does not work, then the phone will display the following message: "USSD not allowed", "The handset doesn't support SERVICE command from TravelSim" ( also other messages may appear).

In this case it is necessary to make an outgoing call from the Travelsim menu-> Call. Further on SIM card will detect that the host country does not allow USSD and will switch to SMS triggering mode by itself. The mode will work until you restart the phone or until the change of the operator's network (i.e. it is not necessary to disable SMS triggering mode manually).

Also SMS triggering mode can be activated manually through the SIM menu  
Menu> Settings> click OK and enter the code:

- 802 - enable SMS triggering function
- 801 - disable SMS triggering function



Activating the function with command "802" is advised only in extreme cases.

Next, dial the number directly in international format.

After SMS triggering activation calls and other functions of TravelSim menu other than TravelSMS (USSD SMS) will work in normal mode. The subscriber receives notifications in SMS format.

### Smartphones

For phones running operating systems:

- Symbian,
- Android,
- IOS, it is possible to install a special application that allows you to make outgoing calls without callback - ComfortCallback.

### iPhone

You can download the application Comfort Callback for the iPhone:

- At [www.travelsim.com](http://www.travelsim.com) -> Additional services-> Travel Apps or
- Get a direct link to download directly from distributor (see the manual for ComfortCallback installation for the iPhone).

### Android

You can download a comfort callback application for Android:

- At [www.travelsim.com](http://www.travelsim.com) -> Additional services-> Travel Apps
- Get a direct link to download from a distributor
- On the site [market.android.com](http://market.android.com) -> find SmartCallback

You have to select the "automatically accept callback calls" in app settings. Usually it is set by default, but it is worth checking.

### **NB!** If the client cannot make an outgoing call

#### Verification points:

- There is enough balance on the account
- Dialling is correct
- Previously was able to call successfully
- The phone number and country/area code is correct
- SIM card is active
- Card validity time has not expired
- There is GSM network coverage area
- This problem has already occurred before

**NB!** It is necessary to know what happens when you try to make a call

| Possible cause  | Solution   |
|---|--|
| There is no money on the balance  | Top up the balance   |
| Phone is not registered on the operator network   | <p>In the phone settings menu, you should manually connect to the required network. If the connection fails, you need to send a message to support@travelsim.com. Required data: accurate location of the subscriber, IMEI code (at least, the phone model), a list of accessible networks and error message displayed when the user is trying to connect to the network.</p> <p>How to find out IMEI:<br/>Dial *#06# on your phone, the IMEI (serial number) will be displayed.</p> |
| In DUAL IMSI card Estonian IMSI was activated instead of American. Message «Wrong registration" appears on the display.   | <p>Enter the code for the forced activation of the American IMSI:<br/>TravelSim menu -&gt; Settings -&gt; 210 101</p> <p>To force the activation of the Estonian IMSI:<br/>TravelSim menu -&gt; Settings -&gt; 201 000</p>   |
| There is no GSM network coverage  | Find coverage  |
| Wrong dialling number or the wrong format of dialling   | <p>Try to call in the correct format to the existing numbers. If the client was able to get through to TravelSim technical support via TravelSim menu - it means his phone is capable of making outgoing calls.</p> <p>Recommend to dial from TravelSim menu or by using the prefix *146*OCCNN#, as well as check out the previous dialling number.</p>  |
| Direct dialling does not work on this phone model (some LG, Samsung, iPhone, Blackberry phones). The message "Call Forbidden", "Call is blocked", "Not allowed", "number forbidden" etc | <p>Give advise in the following order:</p> <ol style="list-style-type: none"> <li>1. Use the prefix *146*OCCNN#</li> <li>2. Make a call through the TravelSim menu</li> <li>3. Try to activate compatibility code: TravelSim Menu -&gt; Settings -&gt; enter the code 1101 (if it works - the message "CC OptionX: ON" will appear, it will be possible to dial directly).</li> </ol>  |

### Possible cause

USSD dialling is forbidden in the host country (in the United Arab Emirates and Saudi Arabia)

### Solution

1. Suggest to make calls via TravelSim menu -> Call. SIM card will automatically detect that the host country does not allow USSD and will automatically switch to SMS triggering mode (it may not switch at the first time. Dial several times). The mode will work until you restart the phone or change the network.
2. In the extreme case SMS triggering can be activated manually:  
SIM Menu> Settings> click OK and enter the code:  
802 - enable SMS triggering  
801 - disable SMS triggering

The service does not work (global technical problem with the service). The message "Service failure" appears

Send the message to [support@travelsim.com](mailto:support@travelsim.com), to accelerate troubleshooting. Duplicate by calling to +3726868566 (+3726868000 for end clients).

## Incoming call

### NB! If the client cannot receive calls

#### Verification points:

- The number is dialled correctly. Number should be dialled in international format.
- There is enough money on the balance. In some countries there will be charge for incoming calls.
- Previously was able to call successfully.
- The phone number and country/area code is correct.
- SIM card is active.
- Card validity time has not expired.
- There is GSM network coverage area.
- This problem has already occurred before.

It is worth trying to call a subscriber on the TravelSim number to check whether the service is working.

| Possible cause  | Solution   |
|---|--|
| Phone is not registered on the operator network   | You must manually connect to the required network in the phone settings menu |
| There is no GSM network coverage  | Find coverage zone   |
| There is not enough money on the balance, because in this country there is a charge for incoming calls. In this case, there will be an alert "The subscriber is temporarily blocked". | Top up the balance   |
| Wrong number or wrong dialling format   | Call in the correct format to existing numbers                               |

### **Sending text messages (SMS)**

There are two types of SMS messages:

**Classic SMS** (often their cost is higher than cost of USSD SMS). Sent as an ordinary SMS message via the phone menu.

**USSD SMS** - messages go through our gateway (the cost is often much lower than the Classic SMS). To send a USSD message, you should comply with three conditions:

- Send only via TravelSim menu → Send SMS
- Use the Latin alphabet (Cyrillic prohibited)
- No more than 160 characters (more than 160 characters cannot be entered)

Mobile phone number to which SMS message is to be sent should be always entered in international format: +CCNN or 00CCNN.

**NB!** Billing is accomplished by the act of sending, and not by the act of delivering a message to the recipient. If the caller dials and makes a mistake in a telephone number, or confuses the country code, but in general the dialled number is roughly similar to the correct set, SMS will be sent and the money will be withdrawn from the card balance.

### **NB! If you cannot send SMS message**

#### **Verification points:**

- SMS service is activated
- There is enough balance
- Dialling is correct
- The phone number and country/area code is correct
- Previously was able to send messages successfully
- SIM card is active
- Card validity time has not expired
- Cannot send Classic SMS (if there is balance, but less than the established limit on the Classic SMS, the subscriber may be able to send a USSD SMS)
- Cannot send SMS via the TravelSim menu (USSD regime does not work, SMS triggering is enabled)

## Possible cause

## Solution

Not enough funds on the balance

Top up balance  
NB! If there is the money on the balance, but it is less than the established limit on the Classic SMS, although it is enough to send a USSD SMS via TravelSim menu, you can advise to send USSD SMS + to reset the limit.

The wrong number dial or incorrect recipient number

Enter a number in the correct format, the correct number of the recipient.

SMS memory overflow in the recipient's phone

Release memory

The service is not activated

Activate

SMS centre in the phone is not set automatically, so the Classic SMS cannot be sent. If the fact of sending SMS does not appear in QN (and the caller does not make any mistakes in dialling), it means that SMS center is not set

1. Set the SMS Center manually. Phone menu -> messages -> settings -> enter +3725099000 in SMS centre number (in different phone models the location of SMS centre may vary). In the case of DUAL IMSI cards SMS centre number: +19402389940 if the client is located in Canada, the United States, Puerto Rico, Mexico. If the card is in any other country, it is necessary to use SMS center number: +3725099000.  
2. If you cannot find in the phone where to write SMS centre number, the messages can be sent via TravelSim Menu -> Send SMS.

If the phone number is dialled correctly and there is enough balance, then the problem is probably more complex

Send a message to support@travelsim.com. To do this, ask the client for examples of failed SMS sending: time of sending SMS, the sender and recipient number

Responsibility for the delivery of SMS is always on the operator of the sender! Therefore, if the TravelSim subscriber cannot receive SMS messages and his phone SMS memory is not full, the sending party must contact their service provider.

## Mobile Internet - Data Service

GPRS/EDGE/3G - Using your phone to access the Internet.

There can be several roaming operators in one country through which the mobile Internet is available and costs may be different. Make sure that the operator to which the client connects and through which he wishes to use mobile Internet provides data service (see the TravelSim GPRS Rates).

**NB!** GPRS service is not available in all countries.

### Billing

Billing is calculated according to the volume of transmitted data with the set step of charging, and tariffing is carried out under the online billing scheme. This means that every time you try to open the session the system checks the money on the balance of the card, and only after the session begins.

### How to set automatic settings

Mobile Internet settings are sent automatically, as soon as the card is inserted into a mobile phone. An informational SMS message will come to the phone, where PIN-code will be specified, after a few seconds service SMS message will arrive. With the acceptance of the given message you will be asked to insert the PIN-code specified in the informational SMS message. Enter the PIN-code and click «OK». The settings for GPRS / WAP will be automatically registered in the phone.

**NB!** If the automatic Internet settings were not received

#### 1. Configure mobile Internet settings manually:

You should manually enter the following settings in your phone:

- APN (access point name) > send.ee
- Username > your TravelSim card number as "372xxxxxxx"
- The field "Password" > leave blank

Also you may need to checkmark settings:

- activate GPRS/ data connection on
- activate GPRS in roaming/ data roaming on

#### 2. The client can inquire GPRS / WAP settings by himself:

To do this, send an SMS message to number 9100, there should be IMEI code in the message body (serial number of your phone, you can find IMEI code by dialling \*#06#). Then you will receive two SMS messages (1st with PIN-code, 2nd with the settings).

#### 3. If it is necessary - send the settings from Simple Sim Manager to the subscriber (see Simple Sim Manager Manual)

**NB!** If the Mobile Internet is not working

Verification points:

- There is enough money on the balance
- There is GPRS in the host country, SIM card is registered in the correct network

- Service is activated for the SIM card
- There are the correct GPRS settings on the phone

**Possible cause**

**Solution**

Not enough funds on the balance

Top up balance

Service is not active

Activate

Subscriber sets or uses the settings incorrectly. Explanations on how to configure it manually do not help

Send the GPRS settings via Simple Sim Manager



## Voicemail

When the voicemail service is activated, it operates on the principle of answering machine - activates if

- TravelSim is out of coverage area or turned off,
- the call is rejected
- the call is not picked up during more than 1 minute.

## Voicemail features

- record voice messages
- listen to voice messages
- change settings (change the password). Can only be done in the Voicemail cabinet or by contacting the distributor.

## Cost of service

The cost of using the voicemail service is equal to the cost of outgoing calls in the host country. In countries with free incoming calls a special rate for calls to voicemail number and TravelSim numbers are valid (unless the user has activated the special call packages and unless the user is in USA, Canada, Mexico or Puerto Rico in case of American IMSI).

**NB!** To receive voice messages, you must first activate the service.

## To activate voicemail service

Dial 091 (or \*146\*091#) and press call. You will see on the screen "Voicemail activated", the incoming calls will be redirected to voicemail in case you cannot answer the phone.

## To disable voicemail service

Dial 090 (or \*146\*090#) and press call button. You will see on the screen "Voicemail deactivated".

## To check the number of voicemail messages

Dial 094 (or \*146\*094#) and press call. On the screen you will see "You have X new messages in your voice mailbox".

## There are several ways to listen to incoming messages:

- Dial 095 or \*146\*095# and press call button.
- In TravelSim menu, choose Voicemail.

You'll hear how many voice messages you have. Press 1 to listen to the messages.

- Through external access number.
- In the "Personal Voicemail cabinet" of subscriber.

**NB!** The default settings are: the new voice messages are stored for 7 days, played voice messages are stored for 30 days.

## Interactive voicemail menu

### Voicemail main menu options

Press 1 Listen to messages  
Press 2 Choose a folder  
Press 3 Voicemail options  
Press # Exit

### Submenu: listen to messages

**Press 1 when you are in the main menu. The available options are:**

Press 3 to leave a message in response to the message left for you

Press 4 to **listen** to the information about the message

Press 5 to repeat the message

Press 7 to remove the message

Press 8 to forward the message

Press 9 to save the message to a folder

Press # Exit

### Submenu: choose a folder

When saving messages you may choose a folder where it will be stored. If you use this option you have access to messages stored in various folders.

**Press 2 when you are in the main menu. The available options are:**

Press 0 to move to the folder New messages

Press 1 to move to the folder Old messages

Press 2 to move to the folder Messages of work

Press 3 to move to the folder Messages from family members

Press 4 to move to the folder Messages from friends

Press # Exit

### Submenu: voicemail options

**Press 3 when you are in main menu. The available options are:**

Press 1 to record a message played when subscriber is unavailable

Press 2 to record a message played when subscriber is busy

Press 3 to record a message played when subscriber is unavailable or busy

Press 4 to change the password

Press # Exit

**Submenu:  
Recording your  
unavailable or busy  
messages**

**The following options are available:**

Press 1 to save the recording  
Press 2 to listen to the recording  
Press 3 to rewrite the message  
Press 4 to delete the message  
Press # Exit

**Submenu:  
Changing the  
password**

In case you are using an external number for accessing your voicemail, the password prevents strangers from listening to your voicemail messages and changing the settings. Select a password combination that is easy to remember, but difficult to guess.

**NB! If voicemail is not working**

**Possible cause**

**Solution**

The service is not activated

1. Check in QN-> Voicemail: on  
2. To activate the service the user should dial:  
091, or with the prefix \*146\*091# and call button  
3. The display shows "Voicemail activated"

If the service is activated, but does not work (does not work when user dials 095)

Report to [support@travelsim.com](mailto:support@travelsim.com)

### Call redirection from TravelSim to any other number

The service allows you to redirect calls coming to TravelSim card to any international number. This service allows you not to miss important calls during the time between the trips. Call redirection works even if the phone with SIM card is switched off.

#### Cost

The cost of redirection to the numbers of more than 120 countries around the world is free. Call redirection is free to the numbers of those countries that are not on the list of extra rates. If the redirection is activated to the number of a country with an extra rate, the subscriber pays an extra per-minute rate. The person that calls to the TravelSim number, for which redirection is activated, pays for the call to Estonian mobile.

#### Activation

\*146\*081\*00CCNN# and call button where CCNN is the country code and phone number. For example, \*146\*081\*0079212341234#.

#### Deactivation

\*146\*080# and call button.

If redirection is activated, then in Quick Navigate on the line “Unconditional Redirection number” you can see the phone number to which the redirection is done.