

User Guide

teletie 

How to get started?

Insert your SIM-card in the mobile phone as shown in your mobile phone user guide.

Switch on the mobile phone and enter **PIN 1** code, indicated on your SIM-card.

Shortly after you have entered PIN 1 and registered your SIM-card in the guest network, you will be able to use the communication services provided by Teletie. Registration of your SIM-card is confirmed by the symbol **T** appearing on your phone display, showing the strength of cellular network signal available at your current location. The higher the level of indicator, the higher is the signal strength.

How to make calls?

1. Dial the number you need in **international format [00 (or +) – country code – city code (if applicable) – phone number]** and press the «Call» button.
2. On the phone screen will appear the message «Wait for Call».
3. Wait for the incoming call signal, then press the «Call» button again and wait for connection with the user you are calling.

What to do if you are unable to make a call?

If your **phone set model** does not support automatic callback (usually smart phones running platforms Windows Mobile 6.5., Blackberry, Android, Symbian, IO4 (Iphone) as well as the Samsung phones, produced before 2007), then you have to select SIM Menu > Settings > Activate service and into box «Enter service code» enter the code **1221**, and press OK. To reset, enter **0000** into the same box and press OK.

If after entering the indicated code your phone still fails to support automatic call transformation, try to make the call **in manual mode**. For this purpose, dial the number you need in the following order: ***146*00, country code, phone number you wish to call**, # and then press the «Call» button, wait for the incoming call signal, press the «Call» button again and wait for connection with the user you are calling.

In Saudi Arabia, United Arab Emirates and Canada use of USSD technology is not possible; therefore if you wish to take advantage of our service, you will need to switch your phone over to a special mode with the help of the SIM-card Menu. Select the Menu>SIM Menu>Settings>SMS Mode. Choose ON and press the «Enter» button. After switching over to SMS MODE, all calls are possible via SMS only; in this case the cost of SMS will be added to the cost of the phone call.

If all of the above described operations failed to help you to take advantage of the Service, please call our Technical support service +371 66011444 or +371 22220000.

How to send and receive SMS?

To send SMS in a regular way, please note, that you have to dial the number **in international format [00 (or +) – country code – city code (if applicable) – phone number]**. The information about sending low-cost SMS can be found in the section «SIM-card Menu > How to send SMS from SIM menu?».

You will receive SMS in the usual way.

How to top-up the balance of the SIM-card?

You can top-up the balance of the SIM-card online at www.teletie.com, using credit cards **Visa, MasterCard and payment system**.

SIM Menu is an application, which will help you to take the full advantage of the Service, SIM Menu allows you to use the following features.

1. check balance;
2. find out the call cost;
3. send low-cost SMS;
4. find out your connection number;
5. contact Technical Support Service.

How to find SIM menu on your phone?

Phones:

- Samsung→Menu→Applications→Sim Menu
- [Samsung (DUOS) SIM Menu is available only for default card]
- LG→Menu→Tools→Sim Menu
- Nokia→Menu→Sim Menu
- Sony Ericsson→Menu Entertainment→Sim Menu

Platforms:

- IO4 (IPhone)→Menu→Settings→Phone→Simapplication
- Windows Mobile 6.5.→START→SIM Menu
- Blackberry→Menu→Setup→SIM Menu
- Android→Programs→SIM Menu
- Symbian→Menu→SIM Menu

How to check the Balance?

You can check the balance of your SIM-card in two ways:

- select Menu>SIM Menu>Check Balance. Your phone will send an automatic inquiry and within a couple of seconds you will receive information about the balance on your SIM-card.
- dial **099** and press the «Call» button.

Important! It is not possible to check SIM-card balance by dialing 099 code when the phone is switched over to SMS MODE.

How to find out the call cost?

In order to find out the call cost to any specific number select Menu>SIM Menu>Check Rate. Enter **the number** you wish to call (in international format) into the field «Enter Destination Number», then press OK.

How to send SMS from SIM menu?

Using this option, you can send low-cost SMS from any country to any country.

To send SMS, select Menu>SIM Menu>Send SMS. Enter **the number** to which you are going to send SMS (in international format) into the field «Enter Destination Number» and press OK. Enter the text into the field «Enter Message», and then press OK.

How to find out your connection number?

In order to find out your connection number, select Menu>SIM Menu>Show My Numbers, and press OK. Within a couple of seconds on the display of your phone you will see your connection number.

How to contact Technical support service?

Calls to Technical support service are available 24/7 and are free of charge. You can get connected with Technical support service even if your SIM-card has run out of balance. Contact Technical support service:

- using the SIM-menu. Select SIM Menu>Settings>Customer Care, wait for the incoming call signal, press «Call» button and wait for connection to the Technical support service.
- by sending e-mail to: support@teletie.com.

Additional Services

«CLIR» service (hidden number)

To activate the service, you need to enter the code **900** (or in manual mode ***146*900#**) and press the «Call» button.

If the function is not installed, then the command will install it and confirm the service activation with the message.

If the function is already installed, then the command will switch it off and confirm the service deactivation with the message.

«Call me back» service

If your SIM-card is out of balance, you can send message to any user of any mobile operator asking him to call you back, using the service «Call me back».

The service is provided free of charge and doesn't require any additional set up.

In order to ask a user to call you back, please dial the following command on your phone ***146*90*00 code of the country phone number#** and press «Call» button. You will see information on the screen of your phone saying that message has been sent.

The user, who you are asking to call you back, will receive SMS from you, saying «The user has not enough balance to make a call. Please call back».

For your convenience add the command ***146*90*00 code of the country phone number#** to your contact list. When needed, just choose it from the list and press the «Call» button.

Important! The service «Call me back» may be used no more than 5 times in 24 hours.

«Call forwarding» service

With the help of the «Call Forwarding» service on your Teletie SIM-card, you can forward all incoming calls to any phone number of your choice: fixed line, mobile phone or international number.

According to Teletie tariffs, the cost of call forwarding is the same as the cost of an incoming call in the country of the number receiving forwarded calls. If the number of the country with free incoming calls is indicated, then call forwarding (in case the Teletie number is not available) is free of charge.

«Call Forwarding» service activation and deactivation

To activate «Call Forwarding» service, dial the command: ***146*902*country code phone number#** and press the «Call» button.

For example: *146*902*37122220000#, where 37122220000 is the number, to which incoming calls are to be forwarded.

To deactivate the service, dial the same command: ***146*902* country code phone number #**, and press the «Call» button. The service is deactivated now.

«Number preservation» service

The service provides the opportunity to switch off your local number during your foreign trip while continue receiving incoming calls in your Teletie card without letting anyone know your new number.

The service includes:

1. The opportunity to receive all incoming calls to your local number.
2. During outgoing calls, the person you are calling will see your local number displayed.

Important! The service can be activated being in your local operator network only, i.e. before you leave the country.

1. Number preservation

This service ensures that while making outgoing calls, the person you are calling, will see your local number displayed.

Let us assume that you have a SIM-card issued by a local provider with the number +37129000000 and the Teletie card with the number +37122220000.

Step 1: on your Teletie card dial the command:

***146*88*3712900000#**, then press the «Call» button.

The message saying that the activation code has been sent to you will display on the phone screen. Message, that contains four-digit activation code, for example, 1234, will be sent to your local phone number. The activation code is valid for 10 minutes.

Step 2: Dial the same command on the roaming card by adding the activation code, for example:

***146*88*3712900000*1234#**, then press the «Call» button.

Where 1234 – activation code that was sent via SMS in Step 1. Your local number is preserved now.

An invitation to divert your local number to the Teletie number will appear on the phone screen.

2. Call diversion

This is an opportunity to receive all incoming calls to your local number.

Step 3: Diversion of your local number to Teletie number. This can be done with the help of the **phone menu** or by dialling the command:

****62*number#:** Diversion all calls in case of inaccessibility (if the mobile phone does not respond, is switched off, is out of coverage or busy). When you depart, switch off your main number and the calls will be diverted to the Teletie card. When you arrive, you switch your main number and start receiving the calls as usual).

****21*number#:** forced diversion of all calls.

Service cancellation:

To cancel the «Number preservation» service, repeat Step 1 from the Teletie card. The message, saying that Number preservation service has been deactivated will be displayed on the phone screen.

Important! Do not also forget to deactivate call forwarding function on the SIM-card of your local provider. This can be done **by the phone menu** or by dialling the command:

##62#: cancel diversion of all calls in case of inaccessibility

##21#: cancel forced diversion of all calls

«Data transferring/GPRS» service*

* Please check whether your phone supports data transferring service before connecting the service.

For this service please do the following:

1. Activate service «Data transferring/GPRS».

- To activate this service, enter the code **903** (or ***146 *903***) on your phone and press the «Call» button. The service is activated now.
- To deactivate this service, enter the same code **903** (or ***146 *903***) and press the «Call» button. The service is deactivated now.

2. Set up your phone (Menu → Internet settings → GPRS):

APN: **travel.lv**
User name: **leave empty**
Password: **leave empty**

3. To use your phone as a modem, for sending e-mails in the e-mail program's settings specify the SMTP server: **mail.travelgprs.com**. As the dial number indicate ***99#**.

To be able to work with e-mails, browse Web sites and work with data, you have to enable data roaming. To do this, click the «Settings» menu, point to «General» → «Network» and enable the «Data Roaming».

How to use Phonebook Memory?

To use the Phonebook memory of your mobile phone, the contacts should be saved in the following format:

00 (or +) – country code – city code (if applied when calling) - phone number.

My Account

My account can be found at **www.teletie.com**. To enter My account, you have to register on this site.

My account provides the following possibilities:

- buy SIM-card;
- top-up your SIM-card;
- check SIM-card balance;
- SIM-card usage statistics: calls history, SMS and GPRS sessions.

Tariffs

Current tariffs for Teletie services can be found at **www.teletie.com**.

The information provided in this instruction and listed limitations are of introductory kind and may be changed without a warning. Exceptions can be described in the Contract signed between Parties.

The logo for 'teletie' is displayed in a bold, white, lowercase sans-serif font. Above the final 'e' of the word, there is a yellow graphic consisting of four vertical bars of increasing height from left to right, resembling a signal strength indicator. The background is a solid purple color with several faint, overlapping circular patterns in a lighter shade of purple.

teletie

+371 21 28 58 88
www.teletie.com
info@teletie.com

teletie

keep in touch

Have a good journey with Teletie!