

TravelSIM



User Manual

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1. Initialization

1. Carefully press out the SIM card from the plastic holder and insert the card in your unlocked GSM mobile phone as instructed in the phone's user manual.
2. Turn on your phone.
3. If your phone prompts you to enter a PIN, then enter the four digits PIN-code (the PIN-code is printed on the back of the TravelSIM card holder).
4. Your phone will now have a new telephone number that works in over 140 countries.
5. Let your friends, family and business colleagues know your new international travel number.
6. You are now ready to start making and receiving calls at a fraction of the costs from all over the world.

2. Outgoing Calls

1. Dial your destination number. When entering the number you wish to call make sure to include <<+>> in front of the number you area dialing, followed by the country code and local number. (For instance: if your destination number is in Australia dial **+61** (country code) plus the local number.
2. Press <<Call>> and you will see "Wait for call" displayed on the screen. (Some handsets may not display "wait for call")
3. In a few seconds you will receive a call, just answer the phone regularly.
4. You will hear the balance/credit of your account and your conversation will start!

You can also call directly from your phone's phonebook – please make sure that you stored the numbers from your contacts including the correct country code (For instance: +61 or 0061 for Australia).

!! Please note:

If you're using an older mobile phone or in case outgoing calls are not possible at the moment (no USSD) please setup calls through the TravelSIM menu or in following way:

***146*TELEPHONENUMBER#**

Example -> call to a Australian friend: *146*+611234567#

3. Balance Verification

1. Dial 099
2. Press <<Call>> (to make a cal).
3. Your TravelSIM balance will be displayed on the screen.
(you may also use the TravelSIM menu to obtain balance)

4. Adding Airtime

4.1. Online – Real time Top-Up

Visit www.travelsim.net.au to top-up your TravelSIM Card.

The desired amount will be uploaded on your SIM-Card in real time.

4.2. Retail

1. Buy a TravelSIM voucher with Airtime.
2. Scratch the security layer off the card to reveal your 16-digit PIN
(for example 1234 4321 6789 9876).
3. Dial 098 PIN (16-digit PIN you received before, for example 0981234432167899876).
4. Press <<Call>> (to make a call):
5. Your updated TravelSIM balance will be displayed on the screen.

5. TravelSIM menu

You can call, send an SMS, check your balance and add airtime from the TravelSIM menu in your mobile phone.

Simply select the "TravelSIM" menu from your phone and you immediately have access to the following options:

1. Call
2. Send SMS
3. Check Balance
4. Add Airtime
5. Customer Care

6. TravelSIM Voicemail User Guide

6.1. Introduction

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).

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

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.

6.2. Listening Voicemail messages

1. for accessing to the 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'll hear how many messages you have.
5. Now you in the main menu of your Voicemail.
6. Press **1**. All messages will be played.

6.3. Voicemail main menu options

Press ***** Help

Press **0** Mailbox options

Press **1** Listen messages

Press **2** Change folder

Press **3** Advanced options

Press **#** Exit

6.4. Options while listening to messages

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

Press * Help

Press **1** to listen to the message

Press **2** to change folder

Press **3** to enter advanced options submenu

Press **5** to listen again

Press **6** to listen to next message

Press **7** to delete*/undelete the message

Press **8** to forward the message.

Press **9** to save the message

Press **0** to return to mailbox options

Press # Exit

*Tip. Delete your old messages regularly, so that your voice mail is not overfilled.

6.5. Change folder

During saving messages you may choose a folder where it is stored.

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

Next options are available:

Press * Help

Press **0** view message

Press **1** Old message

Press **2** Word message

Press **3** Family message

Press **4** Friend message

Press # Exit

6.6. Configuring Voicemail

Press **0** when you are in main menu

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

Press ***** Help

Press **1** to record unavailable message

Press **2** to record busy message

Press **3** to record your name

Press **4** to record your temporary greeting

Press **5** to change password.

Press **#** Exit

6.7. 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

6.8. 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.

6.9. 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

7. Technical Terms

Service can be used from any GSM standard mobile phone.

Depending on the country, your phone must be compatible with GSM 800/900/1800/1900 frequencies.

Some very old phone models do not support the TravelSIM service in auto mode; in that case calls can only be made using the TravelSIM menu.

Many mobile operators lock phones to force subscribers using their mobile network service. These phones have to be unlocked before the TravelSIM can be used.

(Normally you have to pay the mobile provider to get the unlock code, you can also surf the WWW or go to a small Handy shop).

8. Compatibility between mobile phones and TravelSIM

The most widely used mobile phones have been tested by the manufacturer, distributors and marketing employees for compatibility with the TravelSIM.

All functions have been meticulously tested. Some mobile phones did not pass all function checks.

As already mentioned, some older devices do not support auto mode.

Auto mode is defined as the standard dialing process with conventional mobile phones (Prepaid phones and contract-committed phones).

Normally dialing works from the main-screen and from phone's phonebook. With a lot of mobile phones the auto mode is not possible, that's why the manufacturer developed the TravelSIM menu as a safeguard.

Due to this software enhancement (which is found in the main menu of most cellular phones) it is possible to generate outgoing calls as well as send SMS from the TravelSIM menu.

The following pages describe some experiences and results of compatibility testing of the most popular mobile devices.

8.1. Mobile devices with functional deficiencies

Following mobile phones have deficiencies in some functional processes.

For instance the TravelSIM menu is missing or the auto mode is not working.

Manufacturer	Model	Phone's SW version	Automatic dialing	Menu dialing/ Menu SMS	Where menu	Remark
LG	U8120	-	-not working	in main menu	in main menu	-
Nokia	2100	-	-not working	no menu	not working	-
Nokia	3310	-	-not working	-not working	in main menu	-
Nokia	3410	-	-not working	menu present, not working	in main menu	-
Nokia	5110	-	-not working	no menu	not working	-
Nokia	6310	-	-not working	?	?	-
Nokia	6510	-	-not working	ok (IMEI#, in release 2)	in main menu	-
Nokia	8210	v5.26 19_10_00 nsm-3	-not working	not working	in main menu	-
Nokia	8890	-	-not working	menu present,not working	in main menu	-
Samsung	SGH E820	E820XEDG1	-not working	ok	in main menu	Error calling from address book
Samsung	SGH P510	-	-not working	ok	in main menu	-
Samsung	sgn x460	-	-not working	ok	in main menu	-
Samsung	x450	x450XEDG1	-not working	ok not ready error	in main menu	-

8.2. Auto – Mode

In the list below you get an overview of Nokia mobile phones. Some of them support auto mode, some do not.

However, with all of the listed models outgoing calls can be done through the TravelSIM menu

Nokia	Call control by SIM(Automatic dialing)	Nokia	Call control by SIM(Automatic dialing)
3300	SUPPORTED	6340i	0
3310	SUPPORTED	6500	0
3315	SUPPORTED	6510	0
3330	SUPPORTED	6590	0
3350	SUPPORTED	6610	SUPPORTED
3390	SUPPORTED	6650	
3390i	SUPPORTED	6800	SUPPORTED
3395	SUPPORTED	7110	0
3410	SUPPORTED	7190	0
3510	SUPPORTED	7210	SUPPORTED
3510i	SUPPORTED	7250	SUPPORTED
3530	SUPPORTED	7650	0
3590	SUPPORTED	8210	0
3595	SUPPORTED	8250	SUPPORTED
3610	SUPPORTED	8290	0
3650	0	8310	0
5100	SUPPORTED	8390	0
5110i	0	8850	0
5210	SUPPORTED	8855	SUPPORTED
5510	SUPPORTED	8890	0
6100	SUPPORTED	8910	0
6110	0	8910i	SUPPORTED
6150	0	9110	0
6190	0	9210	0
6210	0	9210i	0
6220	SUPPORTED	9290	0
6250	0	9290i	0
6310	0	NGAGE	0

8.3. Marketing Experience

The following Feedback from marketing and distribution employees was received by the manufacturer of the TravelSIM:

- **Sony Ericsson:** no deficiencies
- **Siemens:** no deficiencies – experience shows that Siemens is significantly the best working mobile phone in combination with the TravelSIM.
- **Nokia:** most mobile phones are working without any problem
- **Motorola:** the new Motorola RZ mobile phones are working perfectly.
- **LG:** LG has some functional deficiencies
- **Samsung:** Outbound calls are working only through the TravelSIM menu.