



User Guide

[www.telinta.com](http://www.telinta.com)

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## Preface

This document provides a general overview of TeliSIM and its functionality. TeliSIM expands Telinta VoIP solutions for mobile phone users, providing a significant enhancement to calling cards and PINLESS services available to Telinta customers.

TeliSIM is a thin chip attached to a mobile phone SIM card that allows making international calls via the VoIP provider's routes. It fits most types of mobile GSM phones. TeliSIM does not require Wi-Fi, 3G, or GPRS Internet connection, eliminating the need for a smartphone to use VoIP services on the go. TeliSIM can be easily programmed via PortaBilling web interface.

TeliSIM is an excellent solution for VoIP providers to expand their services to mobile phone clients. The main advantage of the TeliSIM chip is that it eliminates the need to dial an access number, and to listen and interact with the IVR, making calls to international numbers much easier compared to calling cards and PINLESS services. TeliSIM users can dial international numbers directly from their phone book. When a user dials an international phone number, the chip automatically reroutes the call to the VoIP provider's access number and the call connects via the VoIP routes.

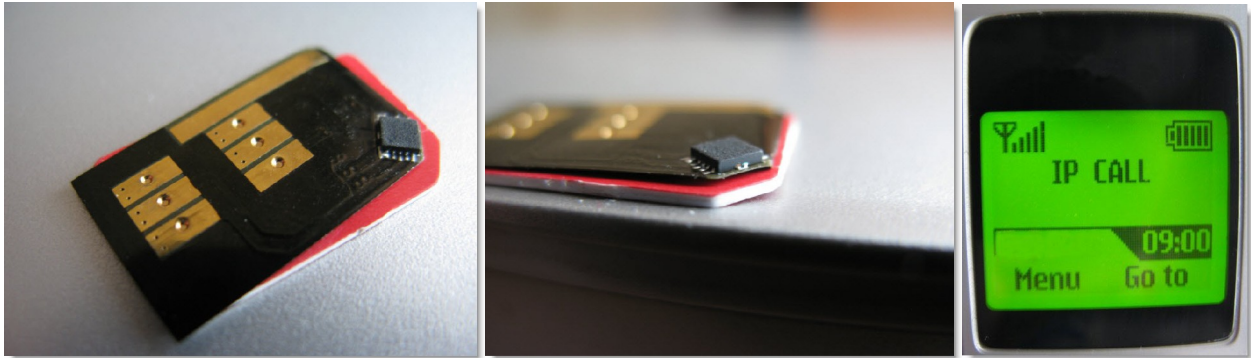
## Key Features & Benefits

- Removes complicated procedures such as dialing an access number, following an IVR menu and inputting a PIN code.
- Compatibility with the majority modern mobile phones.
- No need for a smartphone to enjoy VoIP services.
- Does not require Wi-Fi, WAP, or GPRS Internet connection.
- Allows customers to enjoy calling cards or any other cost effective VoIP solution on the mobile phone without changing their normal dialing behavior.
- Fully compatible with PortaSwitch.
- Brandable.
- No modifications to the mobile phone required - the TeliSIM card sticks directly onto the SIM card.
- Dial numbers directly from the phone book - no need for an extra PIN or access number dialing.

**NOTE:** TeliSIM can only be used in the service areas or countries where the PINLESS service provider offers VoIP services. If the users are in the area or in the country that is not covered by the PINLESS service provider, the TeliSIM should be turned off to avoid incurring accidental expensive roaming service charges.

**NOTE:** TeliSIM was designed for regular cell phones. The type of service TeliSIM provides is usually implemented in smartphone software; thus it can be considered redundant for smartphones.

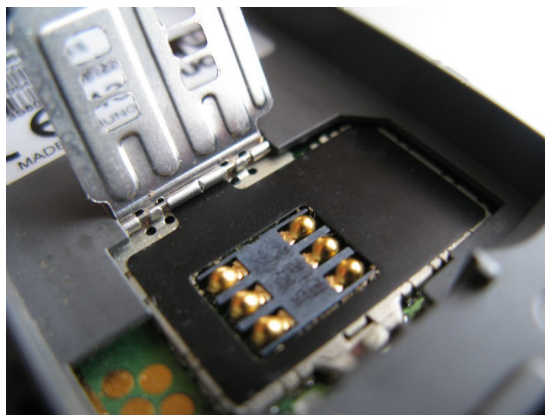
## Installation



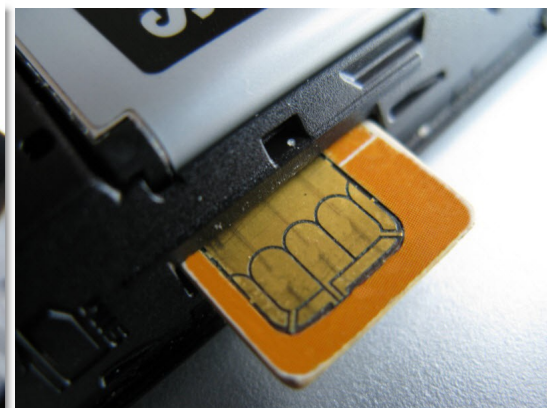
*Fig. 1 - TeliSIM installation*

1. Power off the cell phone and take out the SIM Card.
2. Stick the TeliSIM chip to your SIM card.
3. Insert the SIM card into your cell phone.
4. Power on the cell phone. If the installation was successful a new 'IP Call' entry will appear in the phone menu.

**NOTE:** Currently, some phone models are not supported, depending on the SIM holder type. Fig.2 illustrates an example of a compatible SIM holder; Fig.3 illustrates an incompatible SIM holder.



*Fig. 2 - Compatible SIM holder*



*Fig. 3 - Incompatible SIM holder*

# TeliSIM configuration

TeliSIM can be easily configured and provisioned via PortaBilling Web interface. When you receive a TeliSIM kit please contact Telinta support at [support@telinta.com](mailto:support@telinta.com) and ask to enable the TeliSIM extension for your environment.

**Step 1:** Log into PortaSwitch as a root or admin user. If you forgot your password, use 'Password Recovery' to restore it.

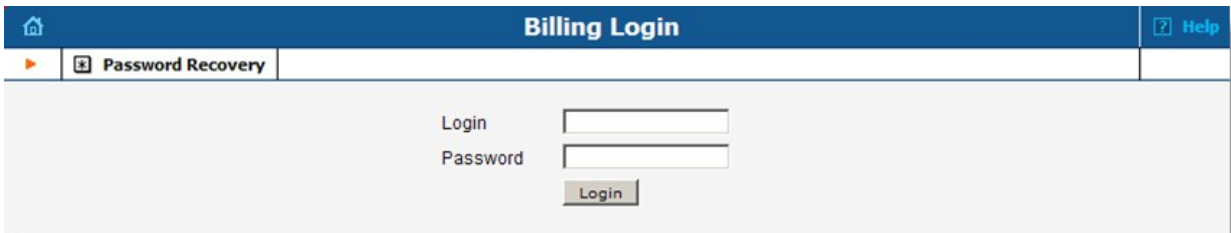


Fig. 4 - Logging in

**Step 2:** Go to the 'Customers' menu.

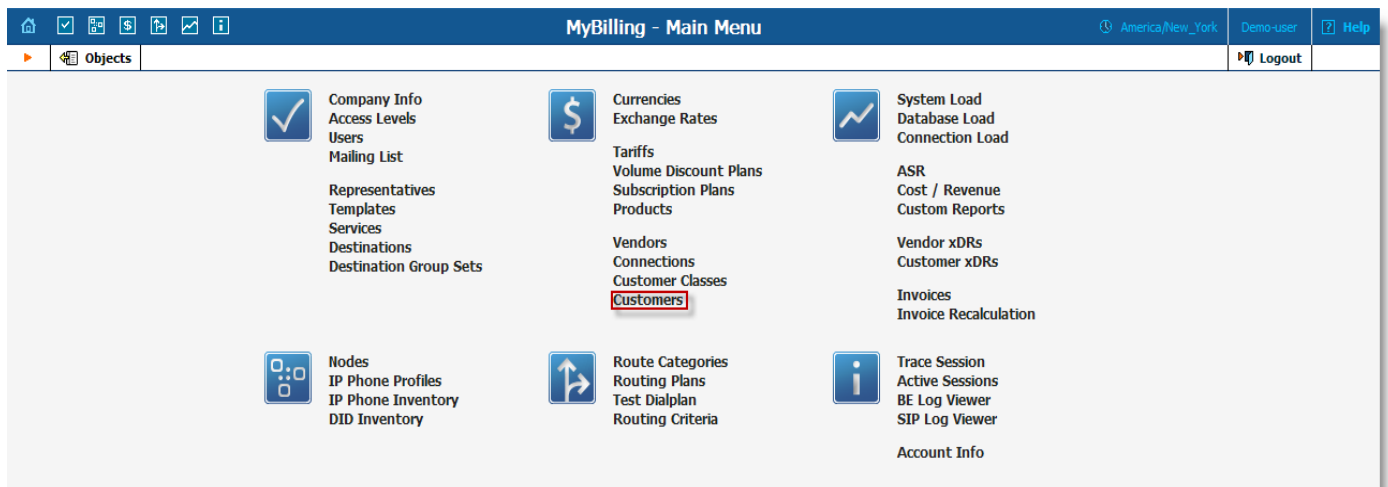


Fig. 5 - Going to Customers

**Step 3:** Add a new retail customer (when configuring an existing customer, this step can be skipped).

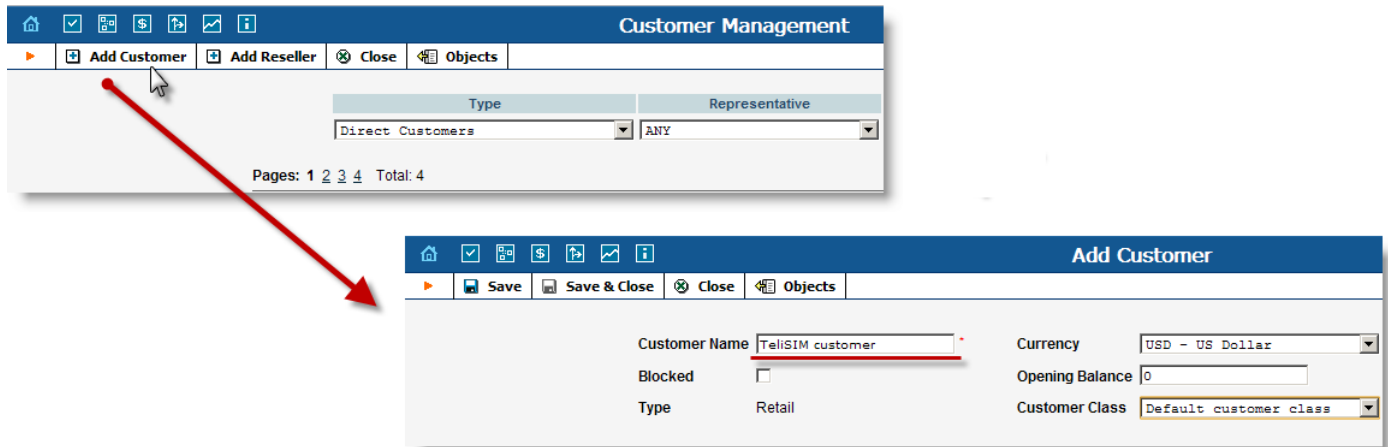


Fig. 6 - Adding a new customer

**Step 4:** Create a new PINLESS account under the customer. The ID of the account should consist of the 'a' prefix and the customer's mobile number.

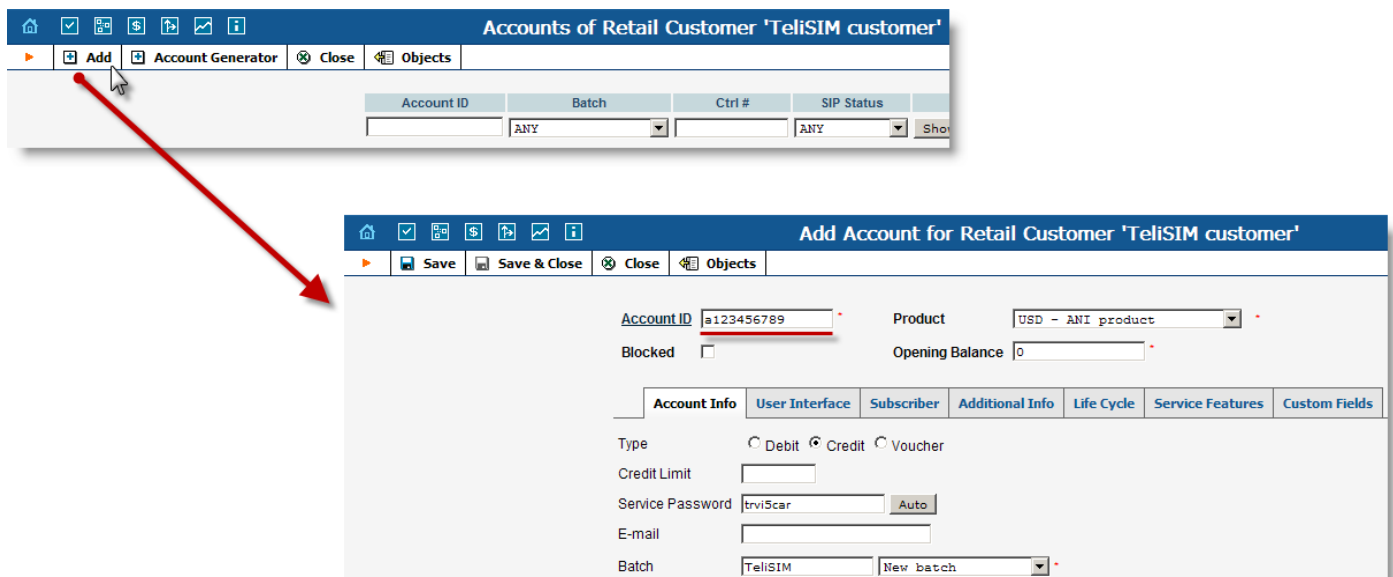


Fig. 7 - Adding a PINLESS account

**Step 5:** All TeliSIM related settings are available on the 'TeliSIM' tab of the 'Account Info' page of a PINLESS account.

**NOTE:** The TeliSIM tab will appear for PINLESS accounts only.

The screenshot displays the 'Account Info / Retail Customer 'TeliSIM customer'' window. At the top, there is a toolbar with icons for Save, Save & Close, Close, xDRs, E-Payments Log, Terminate, and Objects. Below the toolbar, the 'Account ID' is 'a123456789' and the 'Product' is 'USD - ANI product'. Other fields include 'Blocked' (checkbox), 'User Agent', 'Balance' (0.00000 USD), and 'Contact'. A tabbed menu is present with categories: Life Cycle, Subscriptions, Notepad, Service Features, and TeliSIM. The 'TeliSIM' tab is selected, showing a sub-menu with 'Account Info', 'Maintenance', 'User Interface', 'Subscriber', 'Aliases', 'Additional Info', and 'Custom Fields'. The 'TeliSIM' settings include: 'Enabled' (checkbox), 'Pinless/Callback' (radio buttons for 'pinless' and 'callback'), 'Send Configuration SMS' (checkbox), 'Service Number' (text input), 'Pass Code' (text input), 'Destinations' (text input), and 'Exceptions' (text input).

Fig. 8 - TeliSIM tab

The following table describes the configuration settings for TeliSIM.

Option	Description
<b>Enabled</b>	Enable/disable the TeliSIM chip.
<b>PINLESS/Callback</b>	Allows choosing the service type.
<b>Send Configuration SMS</b>	If this option is chosen, the system will send a configuration SMS to the mobile phone number defined in the account ID when the 'Save' button is pressed.
<b>Pass Code</b>	Pass code that will be entered to access the configuration options of the chip in the phone menu. Only digits are accepted.
<b>Service Number</b>	DID number configured in the environment that will be the Number used to access the IVR application.
<b>Destinations</b>	Phone Numbers, or Area Codes that will be processed via TeliSIM. The prefixes that are put into the field can be defined based on any country's local Telecom Operator (Fixed Network Operator and Mobile Operator) rules. A telephone number, country area code, or country code can be used as a Destination number. Multiple prefixes separated by comma can be entered into the field.
<b>Exceptions</b>	Phone Numbers, or Area Codes which will not be processed via TeliSIM.

When the 'Save' button is pressed and the 'Send Configuration SMS' option is enabled, the system will send the configuration SMS to the mobile number defined in the account ID. When the SMS is received it takes up to 5 seconds for the chip to parse the message and write the configuration. After that, the SMS can be deleted.

**NOTE:** In order to use the SMS configuration, the mobile phone should be configured to store SMS on the SIM card, and not in the internal memory. Please refer to your phone's manual to find out how to store SMS messages on SIM card.

**Step 6:** To use the Callback service, it is necessary to create an alias for the PINLESS account. The ID of the alias should consist of the 'cb' prefix and the customer's mobile number. 'Allow authentication/registration' checkbox should be marked (Fig. 9 – Adding an alias)

Account ID: a123456789 Product: USD - ANI product

Blocked:  Balance: 0.00000 USD

User Agent: ----- Contact: -----

Life Cycle	Subscriptions	Notepad	Service Features	TeliSIM
Account Info	Maintenance	User Interface	Subscriber	Aliases

Generate Aliases

Edit	Alias ID	Allow authentication/registration	Delete
	cb123456789	<input checked="" type="checkbox"/>	

Fig. 9 - Adding an alias

When the alias is added, the TeliSIM service type should be changed to 'Callback' (Fig. 10 - Callback configuration)

Life Cycle	Subscriptions	Notepad	Service Features	TeliSIM
Account Info	Maintenance	User Interface	Subscriber	Aliases

Enabled

Pinless/Callback  pinless  callback

Send Configuration SMS

Service Number: 123123456

Pass Code: 1234

Destinations: 1,44

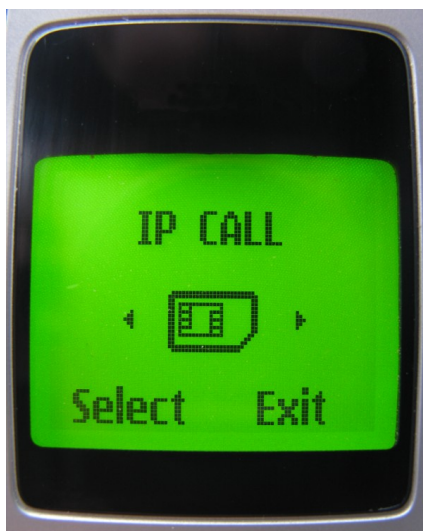
Exceptions: 911

Fig. 10 - Callback configuration

## Configuration via Phone Menu

**NOTE:** Configuration via phone menu should be performed for debug purposes only. General configuration should be done via the web interface.

Location of the 'IP Call' sub-menu may vary depending on the phone model, but usually it can be found under the 'Applications' or a similar menu item.



*Fig. 11 - IP Call phone menu*

Please contact [support@telinta.com](mailto:support@telinta.com) to get the full description of the 'IP Call' menu items.