



User Guide

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www.telinta.com

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Introduction

About Telinta

Founded in 2002, Telinta offers secure and reliable cloud-based solutions for VoIP service providers. Our full portfolio of white label solutions is highly customizable for you and your resellers. With Telinta, you can focus on growing your business, while we focus on managing your technology.

TeliCore™ is our robust platform, integrating world-class carrier-grade Switching and Billing capabilities from PortaSwitch, with Telinta's own proprietary enhancements. With Telinta's highly-customizable white label solutions, you and your resellers can offer a full range of VoIP services, all under your own brand.

Telinta offers:

- Cloud-based rapid deployment, with no capital investment
- Full portfolio of ready to use turn-key solutions for VoIP service providers
- Fully integrated white label MVNO Solution
- Highly stable, scalable, and customizable platform
- Your own VoIP termination and origination providers
- Comprehensive instructor-led Training and Around-The-Clock Technical Support.

Preface

This document provides a general overview of TeliSIM™ and its functionality along with configuration guidelines.

- TeliSIM is a Global Roaming MVNO solution offered as a partnership between Telinta, Inc. and Global 1 SIM Ltd.
- TeliSIM is designed for use by travelers who are roaming outside their home country.
- TeliSIM works with any unlocked GSM phone with a SIM card provided by Global 1 SIM.
- Both Smartphones and Basic Phones can use TeliSIM.

TeliSIM is an entirely new methodology that seamlessly brings GSM technology into Telinta's cloud-based softswitch platform. This enables cost-effective VoIP termination to replace more expensive termination from mobile operators, cutting the costs of Global Roaming.

TeliSIM can be used virtually anywhere in the world, including the GSM footprints offered by Tier1 mobile operators such as AT&T, T-Mobile, China Mobile, Vodafone, América Móvil, Telefonica, Orange and anywhere else a GSM cellular signal is available. TeliSIM offers low-cost roaming with over 600 mobile operators around the world, with free roaming in over 150 countries. Any unlocked GSM phone – basic or smartphone – can be used.

TeliSIM does not require access numbers, PINs, Wi-Fi or mobile data.

TeliSIM SIM card includes two free DID numbers, one for the US and another for the UK. TeliSIM also lets you add DIDs available from your own VoIP DID providers, so when your customers travel internationally they can have Local phone numbers in the countries they need. Using the intelligence of Telinta's hosted softswitch platform, your

customers can use as many local phone numbers as they need with their TeliSIM SIM card. Your customers can have a local number virtually anywhere in the world they travel, provided that DIDs are available from your DID provider for that location. With a local number from their home country, they can be reached anywhere in the world from their home country without callers dialing internationally.

TeliSIM lets you offer both prepaid and postpaid services. Users can easily replenish their prepaid balances for free directly from their mobile phone, from virtually anywhere in the world.

TeliSIM is available to Telinta customers only. Like all of Telinta's solutions, TeliSIM is a white label solution that can be branded by you and your resellers.

Key Features and Benefits

- Mobile Voice, Data and SMS
- Fully brandable solution
- Does not require access numbers, IVR menus or PINs.
- Low-Cost Roaming with over 600 Mobile Operators around the World
- Free Roaming in over 150 Countries Worldwide
- SIM Inventory to simplify SIM card management
- Short Codes for balance, assigned numbers, recharge and more
- Multiple DID numbers assigned to the same SIM card
- Free incoming SMS
- Self-care interface for SIM users

The TeliSIM User Experience

Inbound calls are received as usual. Users dial outbound calls without Access Numbers, PINs or WiFi. TeliSIM sees an outbound call being dialed and the phone's display informs the user that their call is being placed. Within seconds TeliCore will call the dialed number and then call the user back, connecting the two call legs together.

Phone Numbers on SIM card

Every TeliSIM SIM Card comes with two mobile phone numbers: USA and United Kingdom. We call these "**Native DIDs**" and they are included free of charge with TeliSIM.

Additional phone numbers can be added, for example, local phone numbers of the visited country or the user's home country while traveling. We call these "**Foreign DIDs**" and they can be obtained for use with TeliSIM from any DID provider you need.



TeliSIM Call Flows

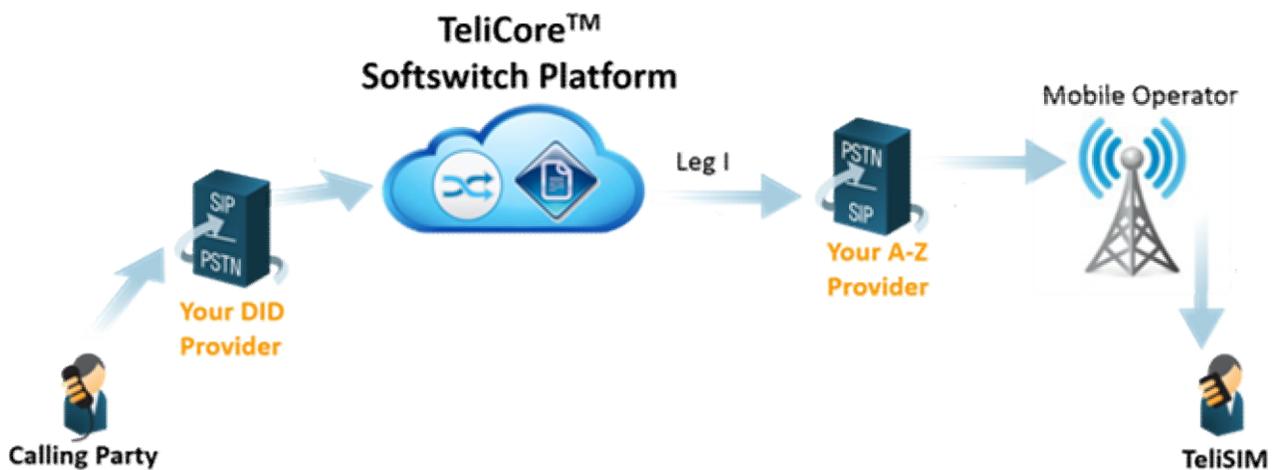
There are different call flows for incoming calls to Foreign and Native DIDs.

Incoming Calls to a Native DID



TeliCore routes incoming calls to the TeliSIM user via your A-Z VoIP termination providers and Global 1 SIM Roaming Partners.

Incoming Calls to a Foreign DID



Your DID Provider routes incoming calls to TeliCore and TeliCore routes these calls to the TeliSIM user via your A-Z VoIP termination providers and Global 1 SIM Roaming Partners.

Outgoing Calls

Outgoing calls can be divided into three categories:

1. TeliSIM is in European Union (EU) and the call is placed to a EU destination
2. TeliSIM is in EU and the call is placed to a non-EU country
3. TeliSIM is not in EU

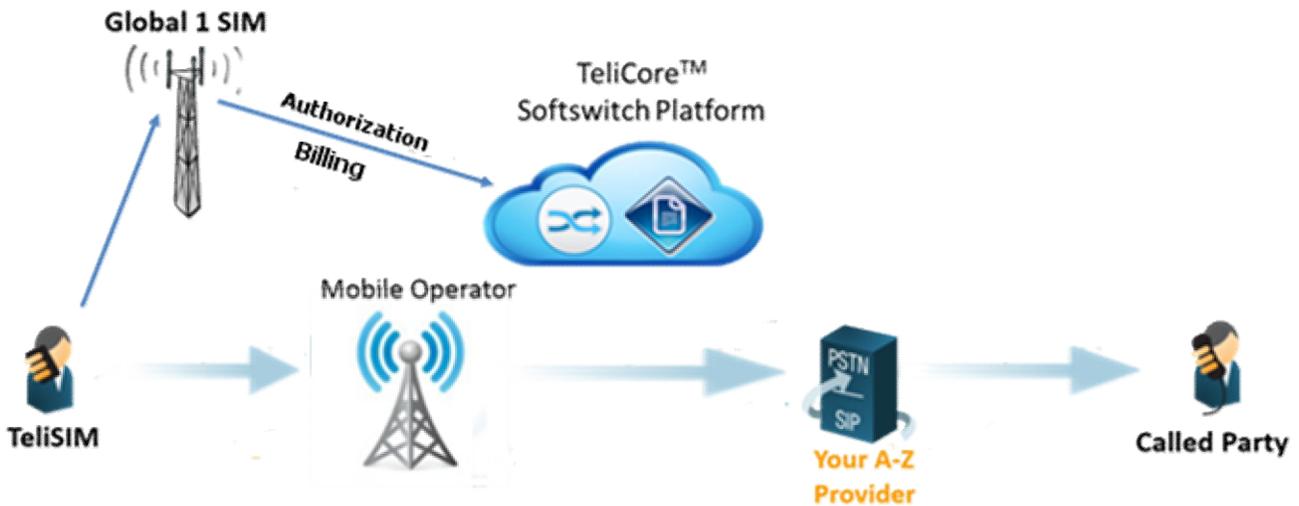
In cases 1 and 2 it will be a direct call, in case 3 callback will be initiated. The SIM card will switch to the needed mode automatically, there is no need to configure anything in addition.

EU to EU calls



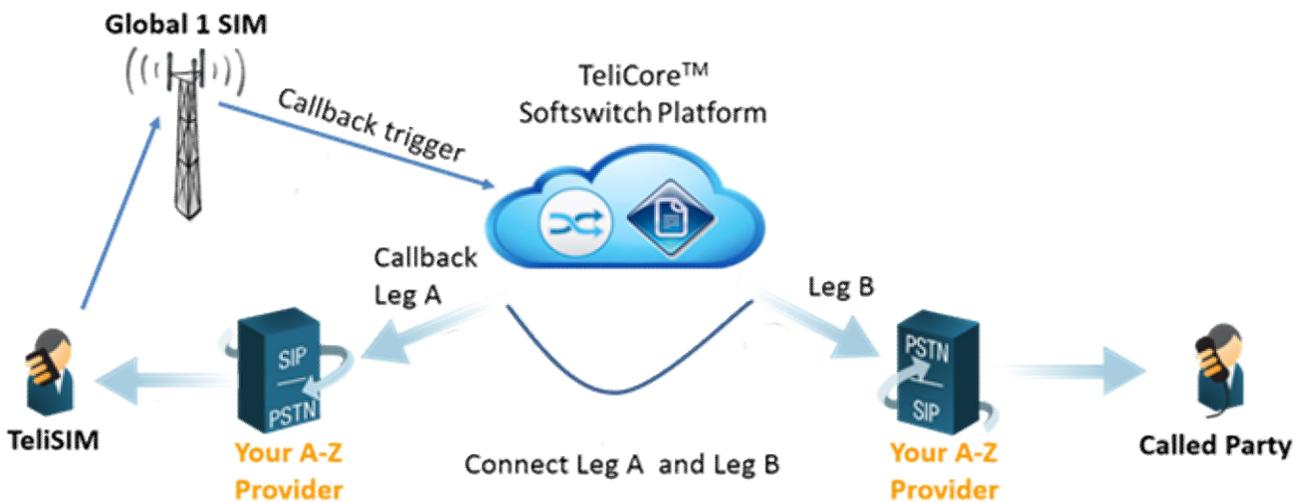
Outgoing calls are delivered to the Called Party via the GSM network. TeliCore performs the call authorization and billing.

EU to non-EU calls



Outgoing calls are routed to TeliCore and TeliCore routes these calls to the Called Party user via your A-Z VoIP termination providers.

Non-EU calls



Outgoing calls are delivered via the GSM network to Global 1 SIM to trigger a callback (Leg A) from TeliCore. TeliCore places a separate call (Leg B) to the Called Party, and connects the two call legs together.

Configuration Checklist

Begin by printing the checklist shown below. Follow the system setup instructions detailed in this chapter, checking off each completed operation on the printed list. Please be sure to perform all of the operations, otherwise the service will not be properly configured. (All boxes should be checked.)

General Configuration		
Create and populate tariffs for Leg A	<input type="checkbox"/>	
Create and populate a tariff for Leg B	<input type="checkbox"/>	
Create a zero-cost tariff	<input type="checkbox"/>	
Create and populate tariffs for direct calls	<input type="checkbox"/>	
Create and populate SMS tariffs	<input type="checkbox"/>	
Create and populate Mobile data tariff	<input type="checkbox"/>	
Create and configure product	<input type="checkbox"/>	
Create a template account for SIM importing	<input type="checkbox"/>	
Import SIM cards	<input type="checkbox"/>	
Perform MSISDN retrieve for SIM cards	<input type="checkbox"/>	
Testing		
Make incoming and outgoing calls to check if it works as expected	<input type="checkbox"/>	

Tariffs and Products – Instructions and Features

Tariff configuration

TeliSIM solution requires several tariffs to perform billing correctly:

- Two tariffs for Leg A (for Global and Global+ profiles)
- Tariff for Leg B (call to the destination)
- Zero-cost tariff for voice calls (to charge for failed callback attempts)
- Tariff for Leg I (incoming calls to the SIM card)
- Two tariffs for direct calls (EU to EU and EU to non-EU)
- Two tariffs for outgoing SMS (SMS-MO and SMS-MT)
- Tariff for Mobile Data

NOTE

Upon request, Global 1 SIM will provide you a sample tariff for Leg A, Leg B, SMS and Mobile Data with suggested mark-up based on estimated average market pricing.

Step 1: Log into TeliCore as a root or admin user.

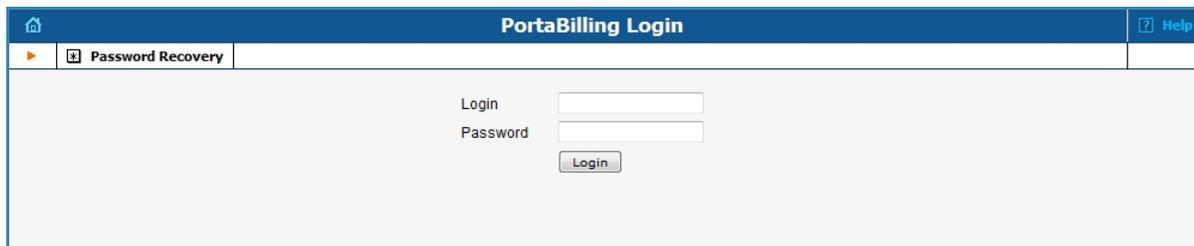


Figure 1. Logging in

TIP

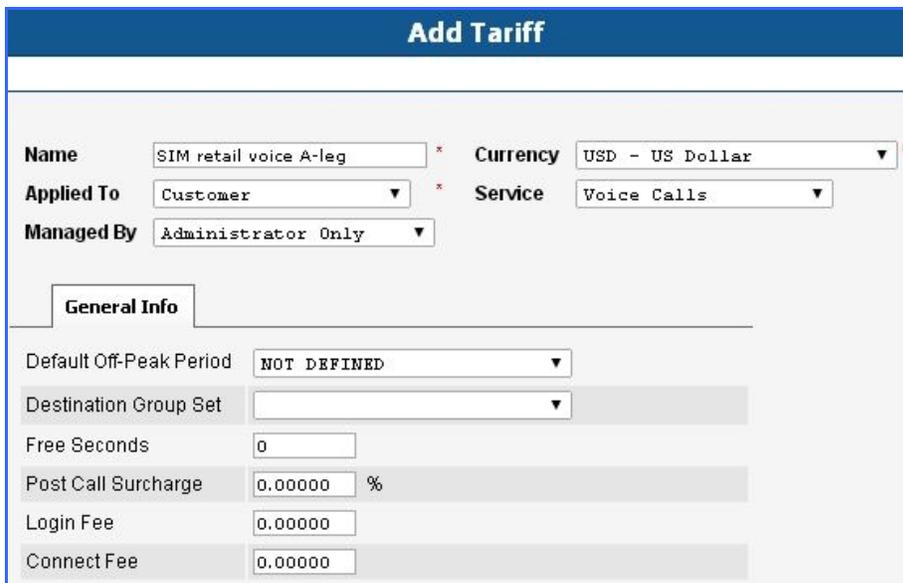
Click on the **Password Recovery** button to restore the forgotten password.

Step 2: Add tariff for Leg-A.

Leg A requires two tariffs for the Global and Global+ profiles. TeliSIM profile is a list of mobile networks a SIM card can connect to in every country. The SIM card will switch to the needed profile automatically.

Use the following parameters in the Leg-A tariffs:

- Name: **SIM retail voice A-leg** (SIM retail voice A-leg [Global+] for the second one)
- Currency: select a currency
- Applied to: Customer



Add Tariff

Name: SIM retail voice A-leg * Currency: USD - US Dollar *

Applied To: Customer * Service: Voice Calls

Managed By: Administrator Only

General Info

Default Off-Peak Period: NOT DEFINED

Destination Group Set:

Free Seconds: 0

Post Call Surcharge: 0.00000 %

Login Fee: 0.00000

Connect Fee: 0.00000

Figure 1. Adding Leg-A tariff

Step 3: Populate the tariff with the rates received from Global1SIM. Additional information about rates management can be found in [Rate Import Guide](#).

NOTE

Leg-A tariffs must contain only rates for mobile destinations. This tariff is for calls to the user’s mobile phone.

Step 4: Add a tariff for Leg-B.

Use the following parameters to add a Leg-B tariff:

- Name: SIM retail voice B-leg
- Currency: select a currency
- Applied to: Customer

The B-leg tariff must contain A-Z rates. According to this tariff the user will be charged for the long distance call.

Step 5: Add tariff "zero-cost"

- Name: "SIM retail zero-cost"
- Select a desired currency
- Apply the tariff to Customer

The tariff must contain zero-cost rates for the same destination as in the Leg-A tariff. The "SIM retail zero-cost" tariff will be used to bill zero charges for the outgoing calls when Leg-A of a call is successful and Leg-B fails, let's say due to a VoIP termination vendor failure to complete the call to a dialed destination. A caller charge for the failed call should be zero.

TIP

With TeliSIM, profit margins are very high, therefore we recommend to use only high quality VoIP termination.

Step 6: Add tariffs for direct calls

Use the following parameters in the direct calls tariffs:

- Name: **SIM retail voice AB-leg [EU->EU] (SIM retail voice AG-leg [EU->non-EU] for the second one)**
- Currency: select a currency
- Applied to: Customer

Populate the tariff with the rates received from Global1SIM.

Step 7: Add tariff "SMS-MO"

- Name: "SIM retail SMS-MO"
- Select a desired currency
- Apply the tariff to Customer
- Select "Quantity" Service



Figure 2. Adding SMS-MO tariff

Outgoing SMS billing contains two legs: MO (Mobile Origination) and MT (Mobile Termination). For example when you send a SMS from the France Orange mobile network to Aruba Digicel mobile, TeliCore will use the SMS-MO tariff to find a rate for the France Orange network and the SMS-MT tariff to find a rate for the Aruba Digicel tariff. The total for a SMS is SMS-MO + SMS-MT.

NOTE

MCC (Mobile Country Code) and MNC (Mobile Network Code) are used to define Destinations. For example 37060 is LITHUANIA MOBILE TELE2 network.

Step 8: Add tariff "SMS-MT"

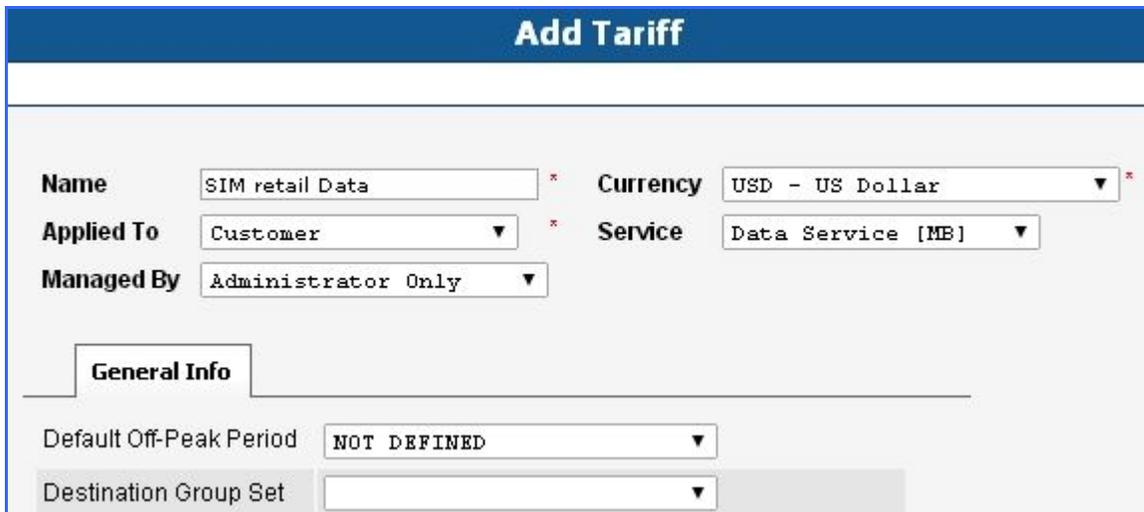
- Name: "SIM retail SMS-MT"
- Select a desired currency
- Apply the tariff to Customer
- Select "Quantity" Service

Rates for SMS–MO and SMS–MT tariffs are provided by Global 1 SIM.

Step 8: Add tariff "Mobile"

- Name: "SIM retail Data"
- Select a desired currency
- Apply the tariff to Customer
- Select "Data Service [MB]" Service

Rates for the "Mobile" data tariff are provided by Global 1 SIM.



The screenshot shows a web form titled "Add Tariff". The form contains the following fields:

- Name:** Text input field containing "SIM retail Data" with a red asterisk indicating a required field.
- Currency:** Dropdown menu showing "USD - US Dollar" with a red asterisk.
- Applied To:** Dropdown menu showing "Customer" with a red asterisk.
- Service:** Dropdown menu showing "Data Service [MB]".
- Managed By:** Dropdown menu showing "Administrator Only".
- General Info:** A section header with a horizontal line below it.
- Default Off-Peak Period:** Dropdown menu showing "NOT DEFINED".
- Destination Group Set:** Dropdown menu that is currently empty.

Figure 3. Adding Mobile data tariff.

Step 9: Add tariff "Leg-I"

Use the following parameters to add a Leg-I tariff:

- Name: "SIM retail voice I-leg"
- Select a desired currency
- Apply the tariff to Customer

Leg-I tariff is for incoming calls to the SIM card Native and Foreign DID. This tariff can have rates similar to the Leg-A tariff. If a TeliSIM service provider chooses to market the service with free incoming calls, then this tariff should include zero rates.

Product configuration

Thanks to the flexibility in Product configurations in the TeliCore platform, TeliSIM service providers can package their offers in a variety of attractive ways. Service and Rating components of Product in TeliCore determine what services can be used and how they are billed.

Step 10: Add Product "International SIM-p"



The screenshot shows the 'Edit Product' interface for 'International SIM-p'. The title bar reads 'Edit Product 'International SIM-p''. Below the title bar are three tabs: 'Rate Lookup', 'Clone', and 'Objects'. The main form area contains the following fields:

- Product Name:** International SIM-p *
- Currency:** USD
- Managed By:** Administrator Only

Below these fields is a horizontal menu with seven tabs: 'General Info', 'Maintenance Fee', 'Online Signup', 'Services and Rating', 'Subscriptions', 'Service Features', and 'Notepad'. The 'General Info' tab is currently selected and contains the following fields:

- Breakage:** 0.00000 USD
- Overdraft Protection:** Debit accounts only (dropdown)
- Account Default ACL:** Account self-care (dropdown)
- Default Discount Plan:** None (dropdown)
- Info URL:** (text input field)
- Description:** (text area)

Figure 4. Adding a new product.

Rating entry is a component of a product. It specifies whether customers are allowed to use a service and how they should be charged for it. In the product's settings add new **Service and Rating** entries using the tariffs created before.

Under the Service and Rating TAB of the Product add:

1. Leg-A (Global profile) rating
 - Select "Voice Calls" Service
 - Select Node "Any"
 - Input "LEGA" in the Access Code field
 - Select Tariff "SIM retail A-leg"

2. Leg-A (Global+ profile) rating
 - Select "Voice Calls" Service
 - Select Node "Any"
 - Input "LEGAGLOBALPLUS" in the Access Code field
 - Select Tariff "SIM retail A-leg [Global+]"

3. Leg-B rating
 - Select "Voice Calls" Service
 - Select Node "Any"
 - Input "LEGB" in the Access Code field
 - Select Tariff "SIM retail B-leg"

4. Leg-I rating
 - Select "Voice Calls" Service
 - Select Node "Any"
 - Leave Access Code field blank
 - Select Tariff "SIM retail I-leg"

5. Zero-Cost Tariff rating
 - Select "Voice Calls" Service
 - Select Node "Any"
 - Input "CALLBACK_FAIL" in the Access Code field
 - Select Tariff "SIM retail zero-cost"

6. Direct calls rating (EU -> EU)
 - Select "Voice Calls" Service
 - Select Node "Any"
 - Input "CALLTHROUGH" in the Access Code field
 - Select Tariff "SIM retail voice AB-leg [EU->EU]"

7. Direct calls rating (EU -> non-EU)
 - Select "Voice Calls" Service
 - Select Node "Any"
 - Input "CALLTHROUGHAG" in the Access Code field
 - Select Tariff "SIM retail voice AG-leg [EU->non-EU]"

8. SMS–MO rating
 - Select "Quantity" Service
 - Select Node "Any"
 - Input "MO" in the Access Code field
 - Select Tariff "SIM retail SMS–MO"

9. SMS–MT rating
 - Select "Quantity" Service
 - Select Node "Any"
 - Input "MT" in the Access Code field
 - Select Tariff "SIM retail SMS–MT"

10. Mobile Data rating
 - Select "Data Service [MB]" Service
 - Select Node "Any"
 - Leave Access Code field blank
 - Select Tariff "SIM retail SMS–MT"

General Info	Maintenance Fee	Services and Rating	Subscriptions	Service Features	Notepad
Data Service [MB]					
Edit	Node	Access Code	Info Digits	Tariff	Delete
	ANY	Any code	N/A	SIM retail Data	
Quantity Based					
Edit	Node	Access Code	Info Digits	Tariff	Delete
	ANY	MO	N/A	SIM retail SMS-MO	
	ANY	MT	N/A	SIM retail SMS-MT	
Voice Calls					
Edit	Node	Access Code	Info Digits	Routing/Rating	Delete
	ANY	LEGA	ANY	ANY — SIM retail A-leg	
	ANY	LEGAGLOBALPLUS	ANY	ANY — SIM retail A-leg [Global+]	
	ANY	CALLTHROUGH	ANY	ANY — SIM retail AB-leg [EU->EU]	
	ANY	CALLTHROUGHAG	ANY	ANY — SIM retail AG-leg [EU->non-EU]	
	ANY	LEGB	ANY	ANY — SIM retail B-leg	
	ANY	Any code	ANY	ANY — SIM retail I-leg	
	ANY	CALLBACK_FAIL	ANY	ANY — SIM retail zero-cost	

Figure 5. Services and rating entries

Managing SIM Cards – Instructions and Features

Uploading SIM Cards

When a Service Provider orders a batch of SIM cards, they will also receive a CSV SIM inventory file that contains all additional information related to the card.

```
id,IMSI,PublicNumber,PrivateNumber,UserID,CustomerID,SIMStatusID,PIN1,PIN2,PUK,PUK2,SerialNumber,SoftwareVersion
1308918,234180004168000,NP_550000802500,NP_550000802500,1210510,1206695,1,9441,8557,16878215,57885344,89234185500008020000,V3.09b
1308919,234180004168000,NP_550000802501,NP_550000802501,1210511,1206696,1,2856,6098,44265600,89818354,89234185500008020000,V3.09b
1308920,234180004168000,NP_550000802502,NP_550000802502,1210512,1206697,1,3798,7249,25286772,65866441,89234185500008020000,V3.09b
1308921,234180004168000,NP_550000802503,NP_550000802503,1210513,1206698,1,4740,8401,96307943,41914529,89234185500008020000,V3.09b
1308922,234180004168000,NP_550000802504,NP_550000802504,1210514,1206699,1,5682,9552,77329115,87962615,89234185500008020000,V3.09b
1308923,234180004168000,NP_550000802505,NP_550000802505,1210515,1206700,1,2327,4345,31259207,78951708,89234185500008020000,V3.09b
```

Figure 6. SIM Inventory file example

Every SIM card comes with a SIM holder. The SIM itself has a unique ICC ID number that represents account ID in PortaBilling.



Figure 7. SIM card example

Step 11: Creating a template account

When PortaBilling imports SIM cards into the SIM card inventory, it needs to have a template account. All newly imported SIM cards will inherit the following options from the template account:

- Customer
- Opening balance
- Credit limit

- Product

To perform SIM upload service provider should create a template account under the needed customer.

Step 12: Uploading SIM cards.

Proceed to the SIM Inventory Main Menu entry.



Figure 8. SIM Inventory Main Menu entry

Click on the **Upload SIMs** button, choose the file and click **Upload SIM cards**.

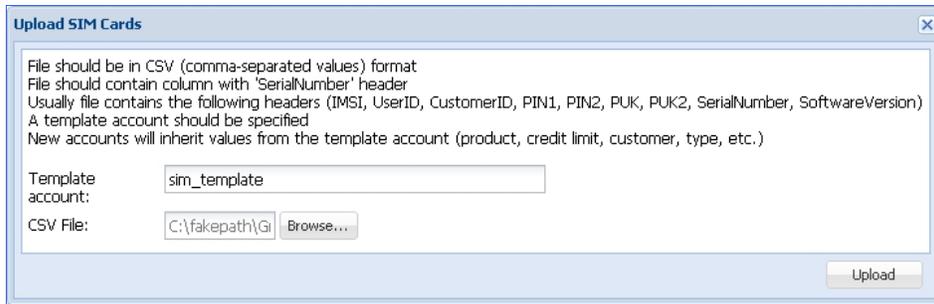


Figure 9. Uploading SIM cards

When the upload is finished a page with the upload results will be shown and an email with upload results will be sent to the user’s email address.

NOTE

When the SIM card is uploaded into PortaBilling it is not active. Every SIM card comes without a Native DID (MSISDN) allocated. Service provider must allocate MSISDN in SIM Inventory to activate the SIM card.

Step 13: MSISDN allocation.

The MSISDN allocation process will use the SIM card’s UK Native DID (MSISDN) and can have as many additional DID numbers as it is needed.

To allocate a Native DID for a single SIM card, double click on the SIM card entry in SIM Inventory. In pop-up window click **Retrieve MSISDN** button.

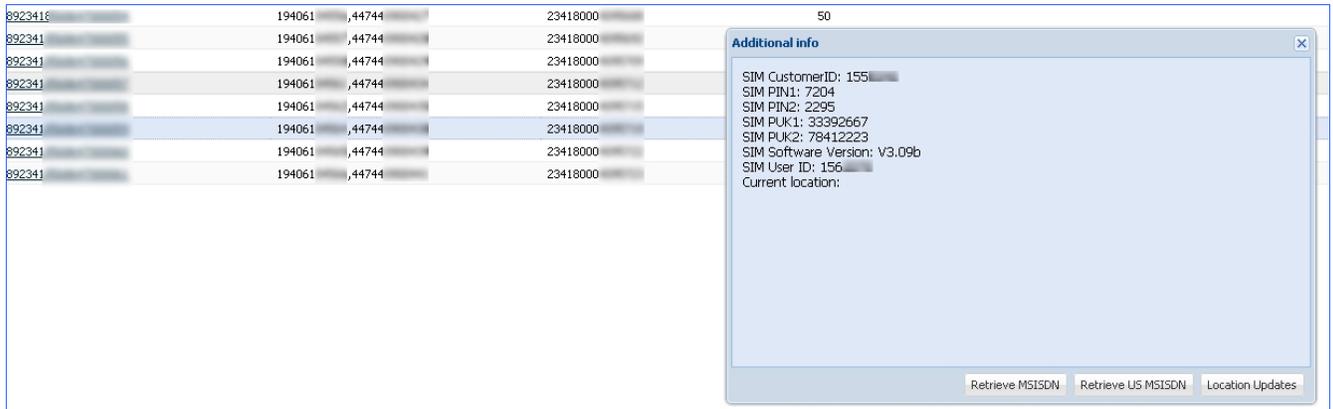


Figure 10. Allocating MSISDN

To allocate MSISDN for a group of SIM cards, enter the first ICC ID of the range into the **FROM** field and the last ICC ID of the range in the **TO** field and click **Retrieve MSISDN** button.



Figure 11. Allocating MSISDN for a group of SIM cards

NOTE

By default only the UK MSISDN number allocation is enabled, i.e. Service Provider can assign only the UK native DID to a SIM card. Please contact support to enable US MSISDN allocation.

SIM Inventory

SIM Inventory is a convenient tool designed to easily manage SIM cards. The tool is available for both administrators and resellers (resellers will see only their accounts).

In order to enable the SIM Inventory link for a reseller the administrator should create a new ACL with the following permissions:

Access Type = Read

Allow/Deny = Allow

Object = WebForms

Attribute = SIM Inventory



Serial Number	MSISDN	IMSI	Funds	Subscriber	Reseller	Customer	Active From	Active Until	Data	Status
892341306			101		ivan_sip3_reseller	ivan_sip3_callsheet	09-15-2014		Off	Active
892341500			101		ivan_sip3_reseller	ivan_sip3_callsheet	09-15-2014		Off	Active
892341501			10			International SIM	09-13-2015		Off	Active
892341502			10			International SIM	12-07-2014		Off	Active
892341503			10			International SIM	12-07-2014		Off	Active
892341504			10			International SIM	12-07-2014		Off	Active
892341505			10			International SIM	12-07-2014		Off	Active
892341506			10			International SIM	12-07-2014		Off	Active
892341507			10			International SIM	12-07-2014		Off	Active

Figure 12. SIM Inventory page

SIM Inventory contains several columns:

- Serial Number**
 ICC IDs of the SIM cards. Click on the serial number to open the Account Info page.
- MSISDN**
 DID numbers assigned to a card. Bothe 'Native' and 'Foreign' DIDs are listed.
- IMSI**
 Unique Identifier of a SIM card in the mobile operator network.
- Funds**
 Available funds of the SIM card.

- **Subscriber**
First name and Last name defined for the SIM card account. To edit it please proceed to the **Account Info** page and add the name under the **Subscriber** tab.
- **Reseller**
Reseller who owns the SIM card account. If the field is empty the SIM card account is created under a direct customer.
- **Customer**
Customer who owns the SIM card account.
- **Active From**
Date of the SIM card account creation.
- **Active Until**
The SIM card is valid until this date. If the field is empty - there is no expiration date. In order to change the expiration date please proceed to the **Account Info** page and add the date under the **Life Cycle** tab.
- **Status**
Shows SIM account status. Can be Active, Blocked, Inactive, Expired.
- **Data**
SIM card mobile Internet status. If Data is disabled the SIM card will not be able to use mobile Internet.
- **Block**
Click the button to block the SIM card.

Double click on a SIM cards shows the additional information pop up window. It contains technical information about the SIM card and location information. We keep two recent location updates of a SIM card. Location update is performed when the SIM card switches from one network to another network or when the phone is rebooted.



Figure 13. Additional information window

NOTE

It is possible to send to a SIM card welcome USSD message when the user switches to a new network. This message can contain custom text and rate for incoming calls. Please contact support@telinta.com to enable this feature.

TeliSIM Features

SIM card configuration can be adjusted via short codes – 3 digits USSD messages. All USSD messages should start with asterisk and end with a pound sign.

The following short codes are available:

***141#** – Check SIM card balance.

***142#** – The list of DID numbers assigned to the SIM card.

143 phone number **#** – Change outgoing identity.

***143*0#** – Hide outgoing identity. **NOTE:** To allow a customer to use this feature please set the **SIM_HideCLI** custom field to **Yes**.

***143*1#** – Show outgoing identity.

144 voucher number **#** – Recharge balance of the SIM card with a voucher.

149 number of the receiver ***** amount **#** – Transfer funds from your balance to another SIM card. For example the command ***149*447440900466*10#** will transfer 10 USD from your balance to the SIM card 447440900466.

***150#** – Mobile data service on/off.

***151#** – Check Voice Mail. Calls to the Voice Mail service can be non-free.

***152#** – Enable Voice Mail.

***153#** – Disable Voice Mail.

***155#** – Voice Mail status.

156 forwarding number **#** – Enable unconditional forwarding to the number. All calls coming to the SIM will be automatically forwarded.

***157#** – Disable forwarding.

***500#** - Call customer service (requires additional configuration).

NOTE

Short code notifications are available in multiple languages and can be configured. Please contact support for additional information.

Troubleshooting

Symptom	Problem	Action
The handset shows 'No service'.	The handset cannot connect to a network.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Check that the handset is not locked (both mobile network and region lock will prevent TeliSIM from operating). • Try to manually switch to another mobile network. • Make sure that the handset is in the region with a mobile network coverage.
You cannot make an outgoing call.	The subscriber is either out of coverage.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Check that the SIM account has a LU (location update). • Make sure that after the number is dialed you receive a USSD message 'Please wait for callback'. • Try to dial a short code (e.g., *141#). If the short code works it usually means that there is an issue with vendors. Please try to reroute the destination.
	There is a billing/routing misconfiguration.	

Symptom	Problem	Action
You cannot receive an incoming call.	You have low balance.	Do one of the following steps: <ul style="list-style-type: none"> • Make sure that the SIM account has enough credit. • Check that the SIM account has LU (location update). • Try to reboot the phone.
	The mobile operator does not supply MSRN.	
You cannot send an SMS.	The product assigned to the account does not have services and rating entries for the quantity based service.	Add rating entries for quantity based service.
	You have low balance.	Make sure that the SIM account has enough credit.
You cannot receive an SMS.	SMS is sent to a foreign DID	Make sure that you send SMS to a native DID (either UK or US MSISDN). In some cases it can take some time to deliver the SMS.
You cannot connect to mobile Internet	The handset is not configured properly	Make sure that mobile Internet in roaming is enabled.

Symptom	Problem	Action
		Check that APN is set to globaldata
	Data is disabled for the SIM account	Dial the short code *150#

Definitions

Foreign DID – DID number bought from a DID provider. Can be assigned to a SIM card.

ICC ID – 19 digits unique serial number of a SIM card. ICC ID is printed on the SIM card. In TeliCore ICC ID is used as an account ID of the SIM card.

IMSI – International Mobile Subscriber Identity is used to identify the user of a mobile network and is a unique identification associated with all mobile networks. In TeliCore is represented by a custom field assigned to an account.

LU – Location Update, special request sent by Global1SIM to TeliCore. It contains MCCMNC combination to identify the network the SIM card is connected to.

MCC – Mobile Country Code, is used in combination with a Mobile Network Code (MNC) to uniquely identify a mobile phone operator.

MNC – Mobile Network Code, is used in combination with a Mobile Country Code (MCC) to uniquely identify a mobile phone operator.

MO – Mobile Origination.

MT – Mobile Termination.

MSISDN – Mobile Service Integrated Services Digital Number, phone number assigned to the SIM card (we call them **Native DIDs**).

MSRN – Mobile Station Roaming Number, temporary phone number assigned to a SIM card by the guest mobile network. Is used to route calls directly to the SIM card.

Native DID – MSISDN of the SIM card. UK or US number that comes with a SIM card free of charge.

Short code – three digits USSD request used to adjust the SIM account configuration from a handset.

Additional services

In some business models it can be beneficial to use sales agents (distributors) to distribute the SIM cards. Telinta whitelabel distributor interface has an out of the box support of TeliSIM. Your sales agents will be able to activate and recharge SIM cards with just a few mouse clicks. Additional information is available in the [Distributor Interface Admin Guide](#).

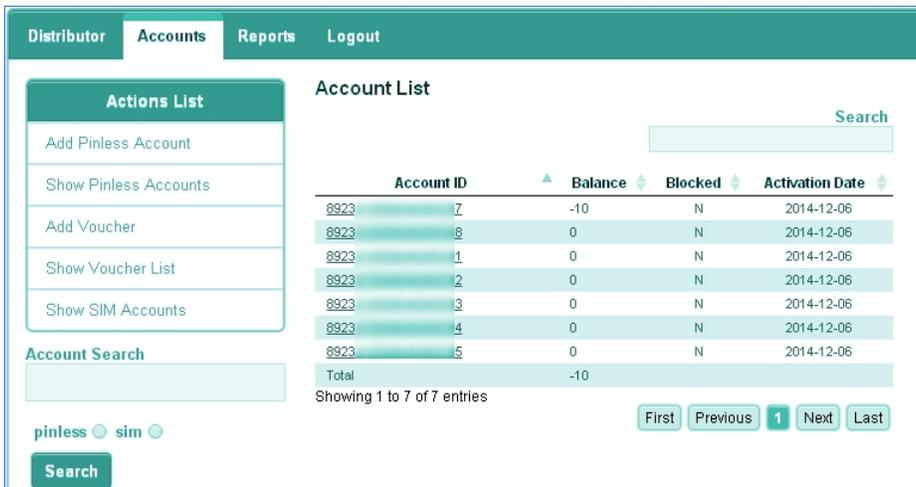


Figure 14. Distributor Interface with TeliSIM addition

For SIM card users it is possible to enable a special self-care interface. It is fully whitelabel, responsive and designed specially for the SIM accounts. Additional information is available in [TeliSIM self-care interface guide](#).

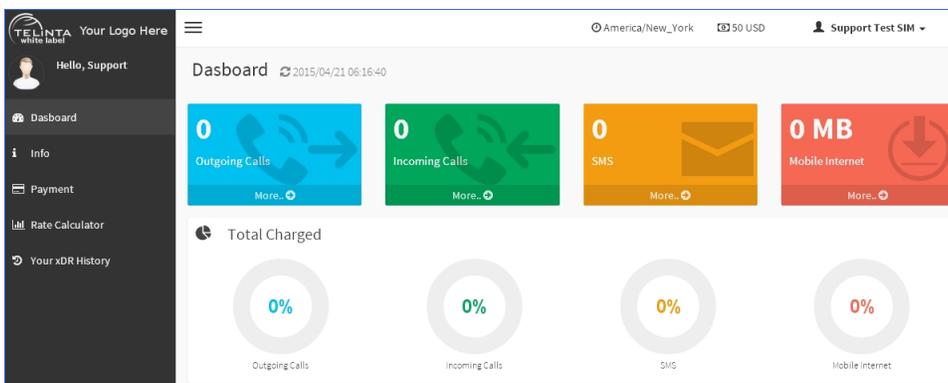


Figure 15. TeliSIM self-care interface.

TeliSIM service providers in day to day operations move SIM card accounts from one customer to another. Telinta engineers developed Advanced Batch Editor that allows to perform this operation. In addition it is possible to assign DID number for a batch of SIM numbers with just a few mouse clicks. Please contact support@telinta.com for additional information.

Options

- Credit Limit
- Block/Unblock
- Description
- Associated Number
- Time/Zone
- Distributor
- Product
- Discount Plan
- Default Answering Mode
- Forward Mode
- Ctrl #
- Move Account Select a customer ▼
- Add Alias
- Activate

	Ctrl #	Account ID	Balance	Blocked	Status
<input type="checkbox"/>	1	[redacted]_template	10	N	O
<input type="checkbox"/>	248	8923 [redacted] 51	10	N	O

Figure 16. Advanced Batch Editor.