



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 telecom 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 telecom 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

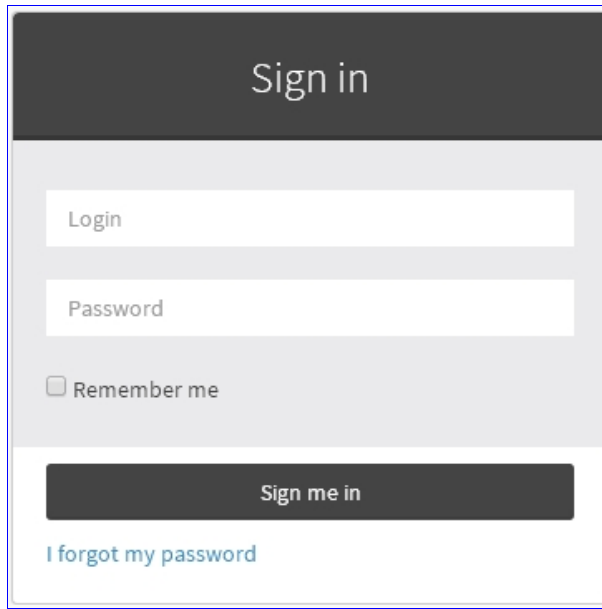
This document provides an overview and description of features for TeliSIM™ self-care interface for end users.

Key Features and Benefits

- Clean, responsive and user-friendly interface
- Integrated graphs
- Multiple languages
- Ability to change outgoing Caller-ID
- Multiple recharge options: voucher, credit card, PayPal
- Full access to calls and mobile data statistics
- Easy to use Rate Calculator
- Mobile and PC softphone integration

Logging in

Open the link `http://sim.<yourdomain.com>` in your browser to navigate to the login page.



Sign in

Login

Password

☐ Remember me

Sign me in

[I forgot my password](#)

Figure 1. Logging in

By default login is equal to the UK MSISD (number) of the SIM card, for example 44123456789. The password is your PIN code. If you forget your password, please use the **I forgot my password** link. It will allow resetting the password, sending a new password to the email assigned to the SIM card account.

TIP

The interface is mobile-friendly and can easily be used with smartphones and tablets.

Dashboard

The interface is divided into 6 sections:

- Dashboard
- Info
- Payment
- Rate Calculator
- Your Usage History
- Softphone

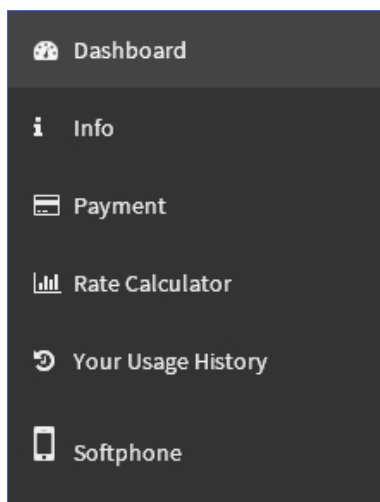


Figure 2. Menu panel

The top panel of the interface contains several items:

- Current SIM location
- Time Zone
- Available funds
- Language selector
- Logout and Change password sub-menu
- Help button

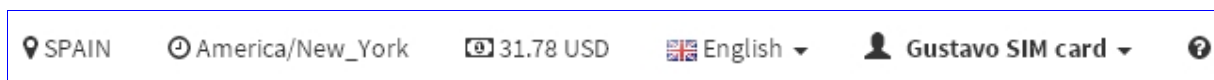


Figure 3. Top panel

NOTE

Current location of the SIM card is shown based on the notifications sent by the mobile network. The location is updated if the SIM card connects to a different operator's network.

TIP

Click on the available funds to open the recharge page.

The Dashboard section contains several graphs:

- **Summary boxes** (show amount of incoming, outgoing calls, SMS and Mobile data)

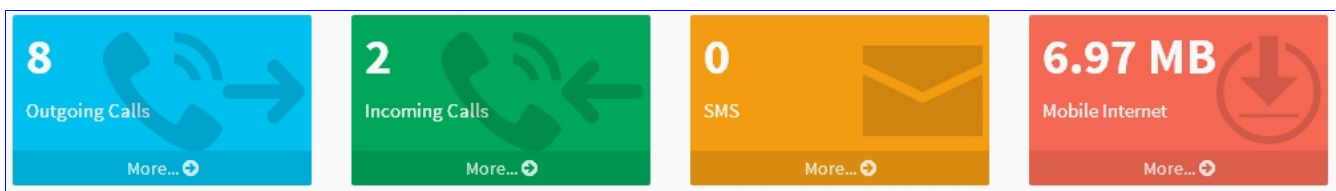


Figure 4. Summary boxes

- **Total charged time graphs** (show charges statistics per every service type)

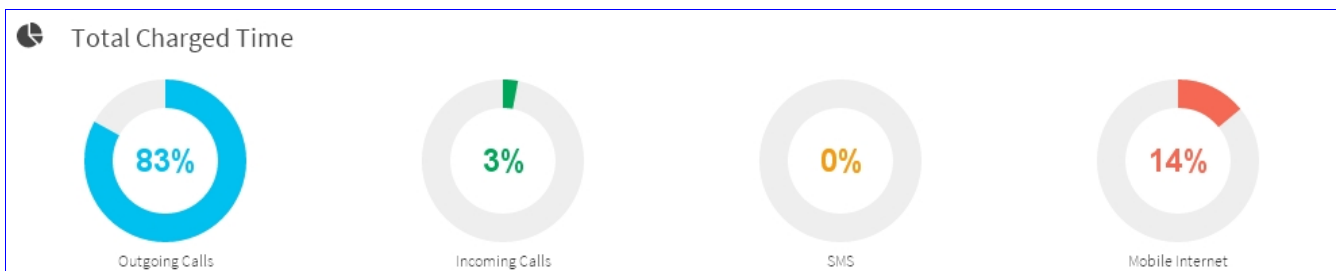


Figure 5. Total charged time graphs

- **Voice Calls graph** (shows amount of incoming and outgoing calls. Incoming calls are shown in green, outgoing calls – in blue)

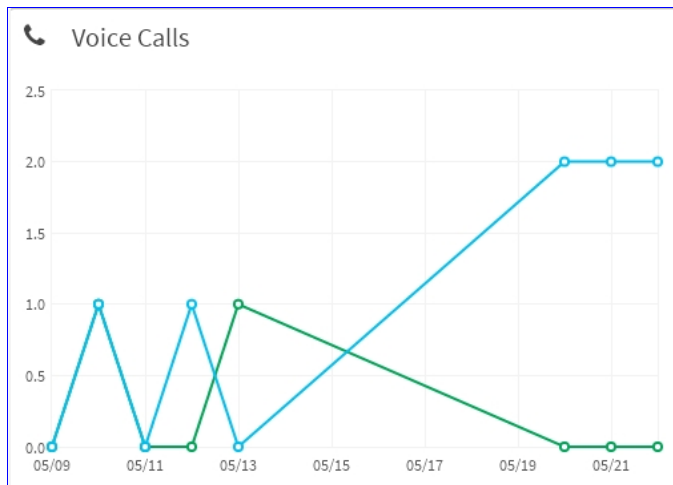


Figure 6. Voice Calls graph

- **Service usage map** (shows usage statistics grouped by country)

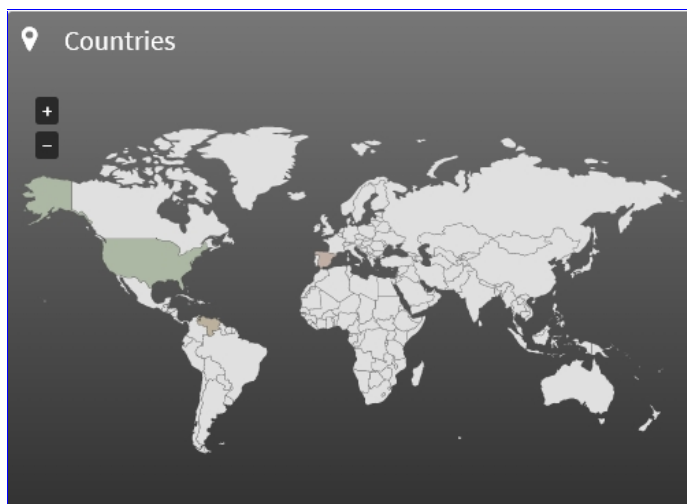


Figure 7. Service usage map

TIP

Hover your mouse cursor over a country to get detailed usage statistics.

- **SMS graph** (shows amount of outgoing SMS messages)

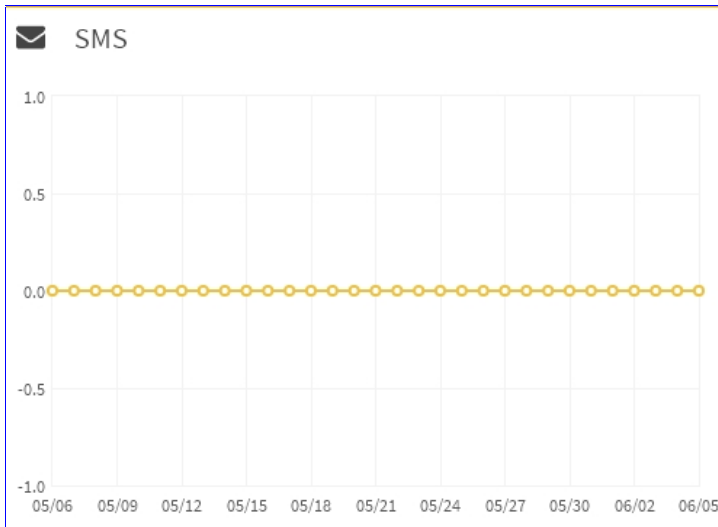


Figure 7. SMS graph

- **Mobile Internet graph** (shows amount of Mobile data used in Megabytes)

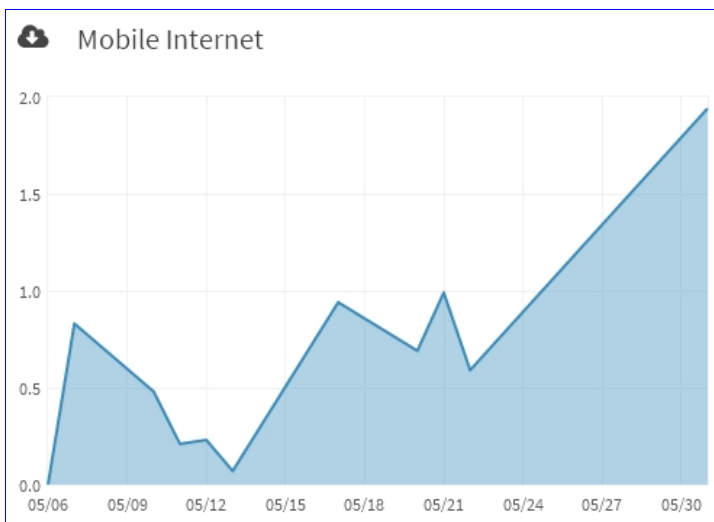



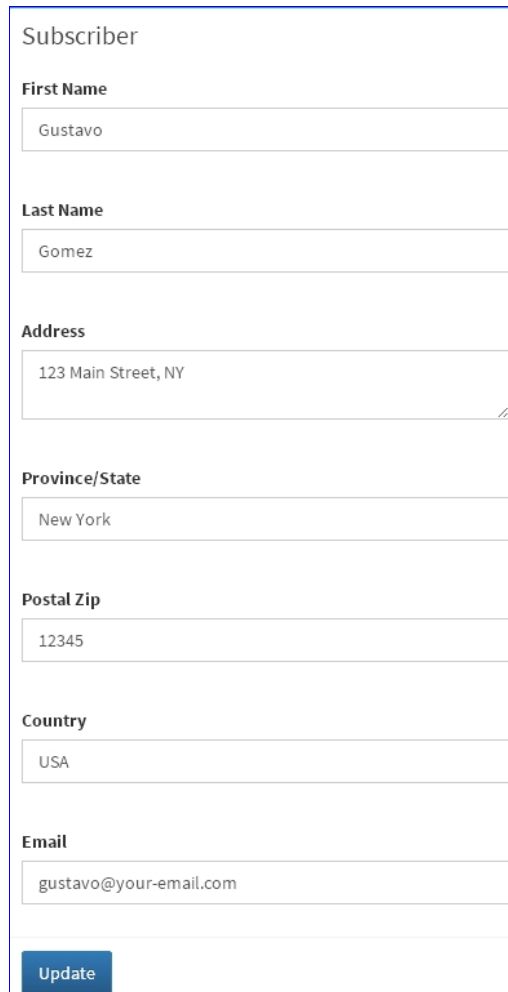
Figure 8. Mobile Internet graph

NOTE

Graphs statistics are calculated when you log into the interface. To refresh the statistics, click the refresh icon  at the top of the page.

Info page

The information page allows you to edit your basic account information. The page is divided into two parts: Subscriber information and SIM information.



The screenshot shows a form titled "Subscriber" with several input fields. The fields are labeled "First Name", "Last Name", "Address", "Province/State", "Postal Zip", "Country", and "Email". Each field contains a sample value: "Gustavo", "Gomez", "123 Main Street, NY", "New York", "12345", "USA", and "gustavo@your-email.com" respectively. At the bottom of the form is a blue "Update" button.

Field Label	Sample Value
First Name	Gustavo
Last Name	Gomez
Address	123 Main Street, NY
Province/State	New York
Postal Zip	12345
Country	USA
Email	gustavo@your-email.com

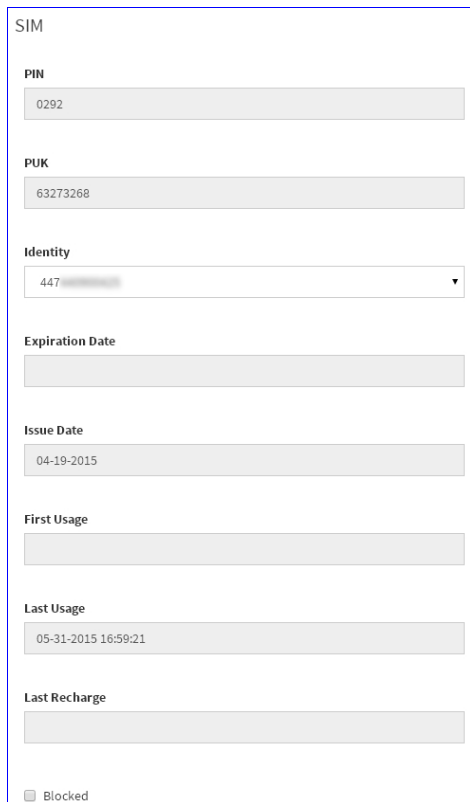
Update

Figure 8. Subscriber information

NOTE

The email address will be used for password recovery. Please make sure to fill it in accurately and update your account if your emails address changes.

The SIM section allows to check SIM related information (Activation and Expiration dates, last recharge, PIN and PUK codes).



The screenshot displays a web form titled "SIM" with the following fields and values:

- PIN**: 0292
- PUK**: 63273268
- Identity**: A drop-down menu showing "447" with a downward arrow.
- Expiration Date**: (Empty field)
- Issue Date**: 04-19-2015
- First Usage**: (Empty field)
- Last Usage**: 05-31-2015 16:59:21
- Last Recharge**: (Empty field)

At the bottom left, there is a checkbox labeled "Blocked" which is currently unchecked.

Figure 9. SIM information

The **Identity** drop-down list contains the numbers assigned to the SIM card. Use it to choose outgoing Caller ID – the number that the receiver of the call will see on his phone. By default identity is set to the UK number, which begins with 44.

The **Blocked** checkbox will immediately block the SIM card.

TIP

One SIM card can contain an unlimited amount of phone numbers from many countries around the world. Contact your service provider to add additional phone numbers to your SIM card.

Payment page

The Payment page allows you to recharge the SIM card and provides multiple options to add to your prepaid balance:

- Voucher
- Credit Card
- PayPal

To recharge the account with a voucher, enter the voucher ID into the corresponding field. If the voucher ID is valid the account will be recharged immediately. This operation will be reflected in your payment history.

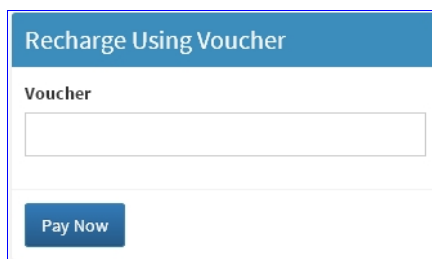
The screenshot shows a form titled "Recharge Using Voucher" with a blue header. Below the header, there is a label "Voucher" followed by a text input field. At the bottom of the form is a blue button labeled "Pay Now".

Figure 10. Voucher recharge

To recharge the account with a Credit Card, please choose the payment method and fill out the Credit Card information form. As soon as the Credit Card info is updated the **Make Payment** frame will become active.

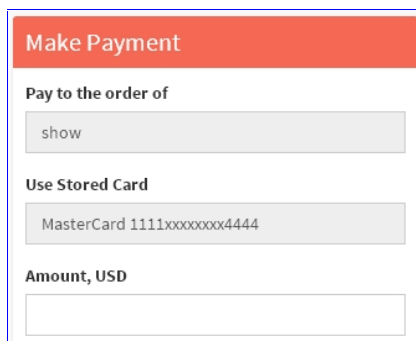
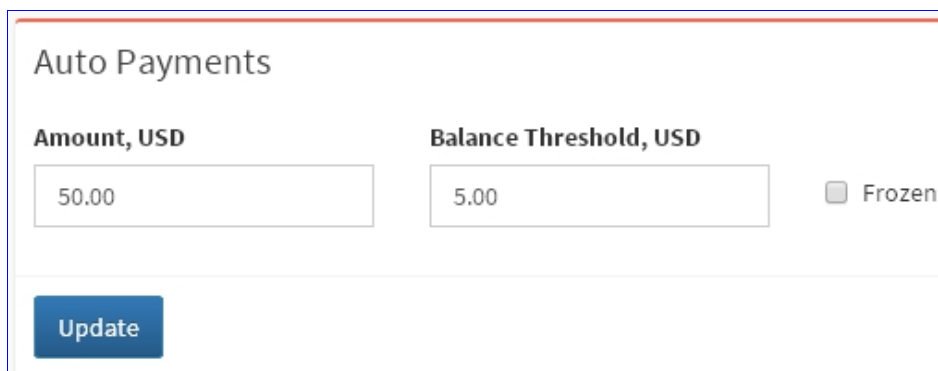
The screenshot shows a form titled "Make Payment" with a red header. Below the header, there is a section "Pay to the order of" with a text input field containing the word "show". Below this is a section "Use Stored Card" with a text input field containing "MasterCard 1111xxxxxxxx4444". At the bottom is a section "Amount, USD" with a text input field.

Figure 11. Credit Card payment

If the **E-Commerce Enabled** checkbox is marked it will be possible to define automatic payments:

- Amount – how much to charge
- Balance Threshold – when the account will be recharged
- Frozen – temporary disabled



The screenshot shows a configuration box titled "Auto Payments". Inside, there are two input fields: "Amount, USD" with the value "50.00" and "Balance Threshold, USD" with the value "5.00". To the right of these fields is a checkbox labeled "Frozen" which is currently unchecked. At the bottom left of the box is a blue "Update" button.

Figure 12. Auto Payments configuration

TIP

It is possible to use a different Credit Card other than the card saved for a one time payment. Enter the Credit Card information into the **Use Other Card** frame and it will be not saved for the future use.

Rate Calculator

The Rate Calculator enables you to easily see the cost of calls you make or receive, based on the SIM card's location and the destination you call.

Select Destination

I am in

ITALY

I will call to

CZECH REPUBLIC

Search

I am in Italy I will call to Czech Republic

Service	Rate
Voice Calls	
Landline	0.10 USD/min
Mobile	0.20 USD/min
Incoming	0.10 USD/min
SMS	
Send SMS	0.27 USD
Receive SMS	Free

Additional services in Italy

Service	Rate
Local Calls	
Landline (Italy)	0.10 USD/min
Mobile (Italy)	0.20 USD/min
Send SMS (Italy)	0.22 USD
General Services	
Check Balance	Free
Retrieve Voicemail Messages	0.10 USD/min
Call to another SIM user	0.10 USD/min
Mobile Internet	0.11 USD/mb

Figure 13. Rate calculator

NOTE

Rate Calculator shows price for an outgoing SMS message. Incoming SMS messages are always free.

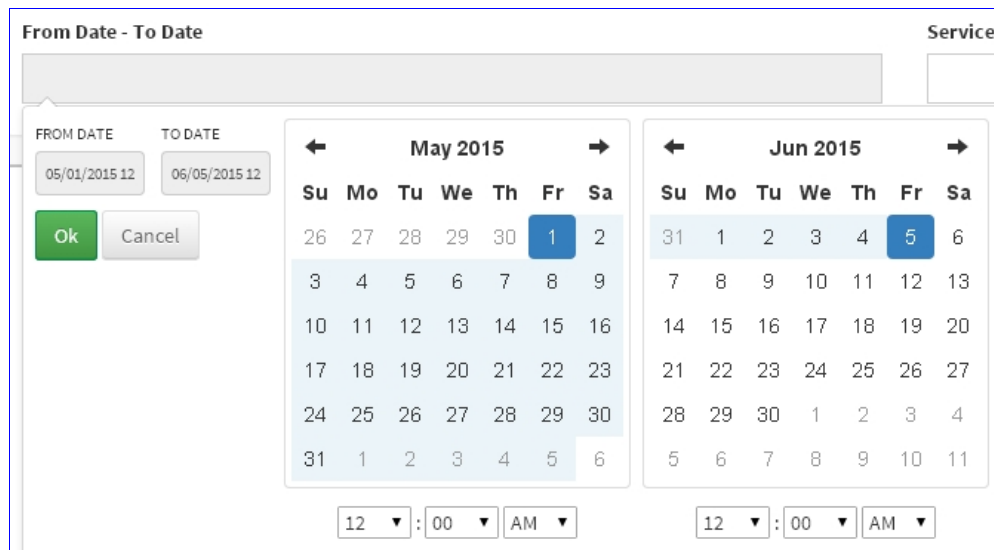
TIP

Balance can be checked by dialing ***141#**. Additional short codes description is available in the **Short Codes** section.

Your Usage history

This page allows to check details on incoming and outgoing calls, sent SMS messages, mobile Internet charges and your balance recharges.

By default the page will list all transactions for the last two months, it is possible to use filters to choose the needed service and time range.



The screenshot shows a 'From Date - To Date' filter interface. It features two calendar pickers for May 2015 and June 2015. The 'FROM DATE' is set to 05/01/2015 12:00 AM and the 'TO DATE' is set to 06/05/2015 12:00 AM. The interface includes 'Ok' and 'Cancel' buttons.

Figure 14. Time range filter

Incoming calls to the SIM card are marked with a green arrow ➡, outgoing calls – with a blue one ➡.

NOTE

All incoming calls are shown as calls to the UK DID number assigned to the SIM card, even if the card has additional DID numbers.

Voice Calls								
10	▼ 1 - 10 of 17							
Direction	From	To	Country	Description	Date	Connect Time	Duration	Amount
←	194	346	SPAIN	Mobile	05-22-2015	08:34:58	2:00	0.40 USD
←	194	346	SPAIN	Mobile	05-22-2015	08:34:08	1:00	0.20 USD
←	194	346	SPAIN	Mobile	05-21-2015	17:20:43	3:00	0.60 USD
←	194	584	VENEZUELA	Mobile	05-21-2015	13:30:10	3:00	0.50 USD
←	194	178	Not Applicable	North America	05-20-2015	15:49:40	12:00	1.80 USD
←	194	178	Not Applicable	North America	05-20-2015	08:54:06	1:00	0.15 USD
→	442	447	Not Applicable	North America	05-13-2015	14:50:25	2:00	0.10 USD


Figure 15. Voice calls records

Mobile Internet records will contain the list of sessions with the mobile network name, connect time and charged amount.

Mobile Internet			
10	▼ 1 - 10 of 55		
Description	Date/Time	Quantity	Amount
France TELECOM Espania - Orange- (ex Retevisión Movil ex AMENA)	05-31-2015 16:59:20	1.94 MB	0.21 USD
France TELECOM Espania - Orange- (ex Retevisión Movil ex AMENA)	05-22-2015 08:37:28	0.25 MB	0.03 USD
France TELECOM Espania - Orange- (ex Retevisión Movil ex AMENA)	05-22-2015 02:52:25	0.34 MB	0.04 USD
France TELECOM Espania - Orange- (ex Retevisión Movil ex AMENA)	05-21-2015 17:24:34	0.23 MB	0.03 USD

Figure 16. Mobile data usage

NOTE

Usage info is calculated when you log into the interface. To refresh the statistics click the refresh icon  at the top of the page.

Softphone

This page allows to provision softphone for a TeliSIM account. Using softphone to make or receive calls can be beneficial if the user is in WiFi coverage area (hotels, business centers, shopping malls, etc.)

Softphone allows to save money on outgoing calls, the user will be charged less for outgoing calls, incoming calls can be free in some cases. The SIM card will be charged for all calls made by the dialer.





Your account details		Download Softphone	
Login	892341855	Please select one of the following versions	
For Mobyx app	080892341855	For Android:	
Password	bnpmrzh1	For iPhone:	
SIP Node IP		For Windows-based PC:	
Please use the QR code below to provision Mobyx:	Click to enlarge 		

Figure 17. Softphone page

Download the softphone for the needed platform and launch it. For Windows-based PC version please use the **Login** and **Password** from **Your account details** section. For mobile version scan the QR code and the softphone will be provisioned automatically.

IMPORTANT

Please make sure to disable Mobile Internet and use WiFi only mode for mobile softphone to avoid expensive charges.

NOTE

If you want to provision a softphone manually please use the **Login**, **Password** and **SIP address**. If you want to provision Mobyx manually please use the login for Mobyx.

Short Codes

You can easily perform several important functions by entering convenient short codes – 3 digits messages. All short code 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 phone numbers assigned to the SIM card.

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

***143*0#** – Hide outgoing identity. **NOTE:** This functionality may be restricted by service provider.

***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. Note: Voice Mail charges may apply.

***152#** – Enable Voice Mail.

***153#** – Disable Voice Mail.

***155#** – Voice Mail status.

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

***157#** – Disable forwarding.

***500#** – Call customer service.