

# Explorer – User Guide

by Explorer



## How do I start?

- Insert the Telestial Explorer SIM into your unlocked GSM phone. (Consult your user manual if you are not sure how to put the SIM into your phone)
- Make sure that the battery is charged
- Turn on the phone (Set your phone to the appropriate GSM frequency if applicable)
- After a short while, your phone will display the name of the network operator you are roaming on.
- Register your SIM card online at [www.telestial.com/explorer](http://www.telestial.com/explorer). This will enable you to view your call records and set up (optional) automated refills/recharging for airtime.

Telestial recommends that you do not connect a call while in the US. While the Explorer gets GREAT rates throughout Europe, Australia/NZ, etc. you will be charged upwards of \$3.00 per min in North America.

## To recharge your Explorer SIM

Go to [www.telestial.com/explorer](http://www.telestial.com/explorer) and sign-up for VERY convenient auto-recharging.

### OR

- Go to [www.telestial.com](http://www.telestial.com)
- Go to "Additional Airtime"
- Click on the **Explorer** icon.
- Then click on the "Add \$25" button.
- Enter in your Explorer phone number as requested during check-out
- The airtime will be added to your account as soon as the order is processed

### OR

Call +1 (858) 274 2686 and select option 1. Provide your **invoice order number**, Explorer **phone number** and the **3-digit** (4-digits with AMEX) **security code** of the respective credit card used to place the original order and the airtime you would like to order, in \$25 increments.

**Balance Check:** Enter \*146\*099# <Dial> and your balance will be displayed on your handset.

### How to place a call:

Always dial numbers with the "+" key and country code. To enter the "+" symbol on your phone, press and hold the zero for 2 seconds. The '+' key is the universal sign for international access.

**After dialing the requested number, you will be** briefly disconnected **and then you will receive** a call back. **Answer normally like when receiving a call.**

Because Explorer provides a true international service you will always have to dial the full international dialing code also when making a local or national call.

1. Start dialing the number with "+", followed by the country code ("1" for the US), the regional /area code and phone number. Press the respective **DIAL**-key on your mobile phone.
2. Wait a few moments for the call back (ignore any messages on the LCD) and answer the phone when it rings!!!
3. You will then be connected to the party which you dialed.
4. To end call, press the respective END-key on your mobile phone

As an example to call Telesial simply dial +18582742686 and press the **DIAL**-key. The LCD of your phone may then display a message like "Call Ended", "Call Failed" or "Call Barred" (this is normal/you should ignore these messages) then about 5-seconds later your phone will ring. Answer the call (press the **DIAL**-key) and you will then be connected.

**If you DO NOT receive A CALLBACK** within 2-3 minutes then you may need to dial using the following sequence: \***146**\*00phonenumber# <Dial>  
ex.\*146\*0018582742686# <Dial>).- Do not forget the '#' sign.

### To receive a call:

1. When the phone rings, pick it up with the **DIAL**-key
2. Finish the call by pressing the END-key

**To Call an Explorer cell phone:** dial **011** followed by your Explorer (**Estonian**) cell phone number '**372...**' If the caller repeatedly receives a recorded message "Invalid Number" then they should contact their long distance provider. Callers may also sign up for the GlobalPhone calling card (which mainly utilizes MCI).

Callers may also dial 1-877-202-3800 or 1-201-301-6844 at which point they will be voice prompted to enter the phone number you wish to call. Enter the explorer cell phone number '**372...**' And the call will then be connected. **There will be an additional \$.35/min surcharge but callers will be able to reach you toll free and from a US number.**

## Troubleshooting

The following overview will help you to solve simple problems with the use of you Explorer Service.

If you are experiencing problems, please read this section carefully, before calling Telestial at +18582742686.

**Q:** The handset displays "No Service" or Emergency Only."

**A:** You are not a GSM cell phone coverage area, and/or your phone is not set to the proper GSM frequency. Refer to your phone manual for this function.

**Q:** Phone displays: "SIM-card rejected" or "Insert SIM"

**A:** Either you have inserted the SIM-card in the wrong way (check your phone user guide on how to install a SIM-card) or your phone is SIM locked and needs to be unlocked.

**Q:** After dialing the number, I do not get a call back

**A:** It may take a few moments depending on the country where you are calling from before the call back is established. Verify that you have sufficient credit with a balance check. Also make sure you are dialing correctly. Many international numbers omit the leading zero which is often located after the country code. You may also need to dial with \*146\*phone number# <send>.

**Q:** After getting the call back, I cannot get through to the number I'm dialing.

**A:** Please verify that the number you are dialing is correct, and you are dialing the full international dialing codes also when making local/national calls. Check if you can call that number from another phone. Also, if you are in a rural or non-coverage area, you may not be able to get a signal. This service is dependant on the local GSM cell phone infrastructure, so you need to be in the coverage area to have service.

## Explorer SIM Voicemail User Guide

Voicemail is an answering service that responds to incoming calls when you are unable or do not wish to answer.

Voicemail functions:

- record messages;
- listen messages;
- administer Voicemail (change user name and greetings).

**Important!** Before using Voicemail, you may need to setup your mobile phone to the tone dialing

mode. Check the manual of you phone for details.

Before using your Voicemail:

1. Make sure you have the Explorer SIM card inserted in to your mobile phone.
2. Turn on the phone.
3. Make sure the network coverage is available.

## How to activate Voicemail

1. To activate Voicemail dial: **091** (for old handsets dial: **\*146\*091#**)
2. Press **«Call»** button and you will see "Voicemail activated" displayed on the screen.

### How to deactivate Voicemail

1. To deactivate Voicemail dial: **090** (for old handsets dial: **\*146\*090#**)
2. Press **«Call»** button and you will see "Voicemail deactivated" displayed on the screen.

### How to check how many messages you have

1. To check how many messages you have dial: **094** (for old handsets dial: **\*146\*094#**)
2. Press **«Call»** button and you will see a message e.g. "You have 2 new messages" displayed on the screen.

### How to listen Voicemail messages

1. To access Voicemail dial: **095** (for old handsets 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.

### Voicemail main menu options

- Press **\*** Help
- Press **0** Mailbox options
- Press **1** Listen messages
- Press **2** Change folder
- Press **3** Advanced options
- Press **#** Exit

### Options while listening to messages

- 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 overflow.

### Change folder

While saving messages you may choose a folder where it is stored. Using the "change folder" option you can access messages stored in various folders. You'll have these options 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

### **Configuring Voicemail**

Press **0** when you are in main menu to access the "mailbox options" menu

You'll have these options 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

\*\* Temporary greeting message will override your unavailable and busy messages.

Delete your temporary greeting message if you would like to switch back to your unavailable and busy messages.

### **Recording your unavailable or busy messages**

When recording your unavailable or busy messages, your name or temporary greeting messages,

the following options are available:

Press **1** to accept recording

Press **2** to listen to the recording

Press **3** to record once more

### **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

### **Toll Free Access Option:**

Callers may also dial **1-877-202-3800** (Us toll free) or **1-201-301-6844** (US toll call) then will be voice prompted to enter to the Explorer # they wish to call.

Note that if you offer this option to callers, there will be an extra \$0.35/minute incoming call charge to your Explorer account.