

Quick user's guide – Usefull information

1) Buy a PLANETSIM and make test calls (Incoming - Outgoing) before you leave your country.

In that way you will check the compatibility of **PLANETSIM** with the handset you use and at the same time you get familiarized with the new call way (**CALL-BACK**) of **PLANETSIM**.

2) In order to make calls:

- A)** Dial the **calling number** (Always use the country code and regional number, then your destination number).
- B)** Press the **'Call' button** (a device message appears like: **<<Not allowed call,etc>>**)
- C)** A network message appears **<<WAIT FOR CALL>>** displayed on your phone.
- D)** In a few seconds you will receive ringing (**CALL-BACK**)
- E)** Accept the call by pressing the **'Call' button**.
- F)** You will hear the calling minutes for the specific call depending on the balance of your account.
- G)** You will hear the call tone of the called number.

If it is impossible to make an outgoing call (though incoming calls are received)

A) Try dialling the following way: ***146*Destination number #** and push the **'Call'** button.

B) Follow the steps above from (2C-G)

If you still can't make any outgoing calls please **reset** your device (**On-Off** button of Device)

If you can make outgoing calls but you can't accept incoming calls, then search for another **PLANETSIM** cooperating GSM network. From your device's menu, search manually for another GSM network, select it and try again. (For **PLANETSIM** cooperating networks check www.planetsim.gr)

3) In case you own a SAMSUNG or LG mobile device it is possible that you may have to make the following configuration in order to make outgoing calls.

- A)** Use **PLANETSIM** menu (This is a new menu that **PLANETSIM** has created in your device)
- B)** Select **"SETTINGS"**
- C)** Confirm the displayed message pressing **"YES"**
- D)** Dial **"1101"** and **"OK"**. **"CC Option X: ON"** will be displayed on your screen.

NOW YOUR DEVICE IS READY FOR MAKING OUTGOING CALLS TOO.

4) In order to accept calls

Just press the accept call button on your device.

5) For more information about coverage and PLANETSIM roaming partners, please visit our website at www.planetsim.gr or consult our customer care at 0030-210-6429829)

If your device isn't connected automatically with an appropriate **PLANETSIM** GSM network partner while reaching your destination, then search manually for another **PLANETSIM** GSM network partner using your mobile's menu.

6) KEEP IN MIND YOUR PLANETSIM BALANCE BEFORE TRAVELLING.

WAYS OF ADDING AIRTIME:

- A)** Buy a PLANETSIM voucher (**SCRATCHCARD**) OF 20€,50€ or 100€, that is sold in the **PLANETSIM points of sale**. You can also call our company's **CUSTOMER CARE** AT: 0030-210-6429829 to get information about **PLANETSIM** points of sale. Scratch the hidden surface on the back of the card and follow card's top-up instructions.

B) By depositing the amount of desired talking time value to one of our company's bank accounts. The deposited value will be credited in a few minutes to your **PLANETSIM**. Please don't forget to submit at the «Deposit Reason» the **PLANETSIM** number you would like us to credit with the deposited amount.

For company's cooperating banks and account numbers please contact our customer care.

C) With an automatic top-up fixed order. You define the minimum balance so you can have your number topped up every time your credit gets under this value and a top-up amount. The procedure of adding airtime to your number will be automatically completed by our system and your credit card will be debited after each successful top-up. [Automatic top up](#)

D) Adding airtime through our website at www.planetsim.gr using your credit card. Please register free of charge to our website and complete all the procedures needed for your identification (This is necessary for your transactions safety) before leaving for a trip.

E) Specially for cooperating companies:

Just send an SMS from the **PLANETSIM** mobile that needs airtime top up, to the customer care **mobile: 00372-59-561008** mentioning the top up value. The credit will take place in a few minutes after receiving the SMS.

7) In order to add airtime using a scratch card pin follow the steps below:

A) Scratch the security layer on the card to reveal your 16-digit PIN

B) Dial «098» followed by the «PIN» that was revealed from the security layer.

C) Press the 'Call' button.

D) You will receive a confirmation SMS informing you for the added value.

If you cannot enter the scratch card pin, please call our customer care and it will enter it for you to your **PLANETSIM**.

8) If you are travelling to United Emirates or to S.Arabia get informed of the special way you can make outgoing calls from these destinations, calling PLANETSIM CUSTOMER CARE:0030-210-6429829 or through our website at: www.planetsim.gr

9) In order to check PLANETSIM balance.

Dial: «099» and press the 'Call' button.

10) The most economical way to access a PLANETSIM user from Greece is from a fixed phone using ARGO Scratch Cards.

ARGO scratch cards won't debit your fixed line account but only charge itself with **0,20€/min for calling PLANETSIM numbers**. You can buy **ARGO Scratch Cards** from selected Greek Post offices.

For further **ARGO** points of sales please call at **PLANETSIM** CUSTOMER CARE.

Wherever you are facing calling problems please don't hesitate to contact our customer care.

11) Iphone

In order to be able to dial numbers directly with your Apple iPhone handset, please make sure the firmware version is 3.x.x or higher. **PLANETSIM** menu is available under "Settings" -> "Phone" -> "**PLANETSIM**" -> "Call" and type the number you want to call.

Wherever you are facing calling problems please don't hesitate to contact our customer care.

PLANETSIM CUSTOMER CARE: 0030-210-6429829 (24 Hrs)

E-MAIL - support@planetsim.gr



Thank you for using **PLANETSIM!**

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