

Technical terms

Service can be used from any GSM standard mobile phone. Depending on the country, your phone must be compatible with GSM 800/900/1800/1900 frequencies. Some of the very old phone models do not support the Platinum Mobile service in auto mode; in that case calls can only be made using the Platinum Mobile SIM card menu or USSD commands.

Before you travel

Please take the plastic card from envelope. Your mobile phone number is written on the plastic card. Please keep this plastic card safely, in case you forget your mobile phone number. Let your friends, family and business colleagues know your new international travel number and explain them how to call you.

How to start

1. Carefully punch out the SIM card from the plastic holder and insert the card in your unlocked GSM mobile phone as instructed in the phone's user manual
2. Turn on your mobile phone
3. If your phone prompts you to enter a PIN, then enter a four digits PIN code (the PIN code is provided on the back of the Platinum Mobile card holder)
4. Your phone will search for local mobile network
5. Your phone now has a new number that works in over 160 countries
6. You are now ready to start making and receiving calls at a fraction of the cost from all over the world!

Useful information

Before you travel we recommend you to activate the voicemail on your local SIM card and record information about your new Platinum Mobile number. Do not divert your local number to Platinum Mobile number, in this case your local mobile company will charge you for international call rates.

Activate "Tashkent Number" service and sign up for an extra contract. You will save up to 50% on international calls when call your travel SIM card. More details can be found at www.sim.uz



we slashed cost of roaming

Platinum Mobile menu

Platinum Mobile menu:

- **Address book**
- **Call**
- **Send TravelSMS**
- **Voicemail**
- **Check balance**
- **Add Credit**
- **Customer care**
- **Settings**

will appear automatically on your mobile phone after activation of Platinum Mobile travel SIM card.

With this menu you can use the following functions:

- **Address book** to add contacts to phonebook
- **Call** to make a call
- **Send TravelSMS** to send SMS
- **Voicemail** to check voicemail
- **Check balance** to check balance
- **Add Credit** to add credit
- **Customer care** to contact Customer Support
- **Settings** extra applications

How to add airtime

You have three methods to recharge your balance

First method:

Dial on your phone *146*098XXXXXXXXXXXXX#. where XXXXXXXXXXXXXXXX – is a airtime PIN code, (sample *146*09812345678901234#), then press Call. Your updated balance will be displayed on the screen or you will receive SMS confirmation

Second method:

Go to **Platinum Mobile** menu, choose "Add credit", then enter airtime PIN code and press OK. Your updated balance will be displayed on the screen or you will receive SMS confirmation

Third method:

Go to www.sim.uz, choose "Recharge" and follow the instructions

24/7 Customer Support:
+99871 238-9-888
support@sim.uz

NOTE! Travel SIM cards Platinum Mobile are not working in Uzbekistan

How to call

In order to make a call you should use one of the following ways to dial number:

00 - country code - city code - phone number

or

+ - country code - city code - phone number

Sample, to call our office in Uzbekistan you must dial **00998712389888** or **+998712389888**

You have three methods to make outgoing call

First method:

- Dial phone number in format as shown above (sample 00998712389888 or +998712389888)

- Press "Call" button

- You will see "Wait for call" on your mobile phone screen

- In few seconds you will receive callback

- Answer the call

- Wait for connection and talk

Second method:

- Dial *146*phone number in format as shown above#

(sample *146*00998712389888#)

- Press "Call" button

- You will see "Wait for call" on your mobile phone screen

- Further steps are the same as in the first method

Third method:

- Go to **Platinum Mobile** menu

- Choose "Call", enter phone number in format as mentioned above, then press OK

- You will see "Wait for call" on your mobile phone screen

- Further steps are the same as in the first method

How to send SMS

In order to send SMS you must use one of the following number format:

00 - country code - operator code - phone number

or

+ - country code - operator code - phone number

Sample, to send SMS to Beeline mobile operator's customer in Uzbekistan you must use this way to dial number **00998901234567** or **+998901234567**

You have two methods to send SMS:

First method (USSD SMS):

- Go to **Platinum Mobile** menu

- Choose "Send TravelSMS", enter the phone number in format as shown above, then press OK

Second method (Classic SMS):

- Simply send and receive SMS according to your phone's user manual

How to check the balance

You have two methods to check balance:

First method:

- Dial *146*099#

- Press "Call" button

- Your balance will be displayed on the screen

Second method:

- Go to **Platinum Mobile** menu

- Choose "Check balance"

- Your balance will be displayed on the screen