

## OMNI PayPhone Quick Start Guide

### 1 Installation and Setup

1. Insert a local SIM in the spare slot in the OMNI PayPhone.
2. Use the Call Back PIN of the OMNI PayPhone to register at [www.omnipayphone.com](http://www.omnipayphone.com). In the Registration page, input a member id (username), password, your name and email address, language of IVR prompts, call back number (phone number of the local SIM) and call back card number (call back PIN). You can view the rates, account balance, call records, and payments here.
3. Dial +81\***<Call Back PIN>**# and press Send on the OMNI PayPhone SIM to associate it with the Call Back PIN.

### 2 Making Calls

The OMNI PayPhone SIM uses call back operation to make outgoing calls. Generally call back operation works like this:

1. The caller initiates the call by sending the call back number and the destination number to the service provider somehow.
2. The service provider calls the caller at the call back number.
3. The caller answers the call.
4. The service provider plays a prompt asking the caller to hold or informing the balance.
5. The service provider calls the destination number and connects the two calls together.

The OMNI PayPhone SIM is used to trigger (initiate) calls with call back to another phone or SIM.

Tell the customer to do the following:

1. Key in the number you wish to call. Use the format +DestinationNumber# where DestinationNumber is <country code><city code><local number> of the person you wish to call. For example, +19059481475#. Do not use international prefix such as 00 or 011.
2. Ignore any messages the phone may display during this process.
3. When the OMNI PayPhone service calls your phone or SIM, answer the call normally.
4. Wait a moment for the call to be connected to the destination.
5. Repeat steps 1 to 4 to make more calls if desired.

When the customer is finished, do the following:

1. Dial +50# to get a summary of the call charges.
2. Dial +50X# to get the details of call X.

### 3 Checking Call Information on the OMNI PayPhone

Dial **+50#** to get the call summary of the current session. The response is in the format

ATTEMPTS <number of attempts>; Total Charge <total charge of all attempts and calls>; COMP CALLS <number of calls with leg 1 and leg 2>, Total Duration <total duration of leg 1 and leg 2 calls>, Total Charge <total charge of leg 1 and leg 2 calls including call request>; INCOMP CALLS <number of calls with leg 1 only>, Total Duration <total duration of leg 1 only calls>, Total Charge <total charge of leg 1 only calls including call request>

Dial **+50X#** to get the details of call X of the current session. X is 1, 2, 3, ... The calls are numbered from the first call in the session and do not include call attempts with unanswered call back call. The response is in the format

If call X exists and has call back leg (leg 1) only:

Call <X>, Leg 1 Destination <destination number of leg 1>, Duration <duration of leg 1 in mm:ss format>, Charge <sum of the charges of the call request and leg 1>

If call X exists and has both call back leg (leg 1) and destination leg (leg 2):

Call <X>, Leg 2 Destination <destination number of leg 2>, Duration <duration of leg 1 in mm:ss format>, Charge <sum of the charges of the call request, leg 1, and leg 2>

If call X does not exist:

call X not found

Dial **+0#** to get the account balance.

Note:

- The call requests may be charged and are included in the totals in the +50# and +50X# responses.
- The +50#, +50X#, and +0# requests may be charged but are not included in the totals in the +50# responses.

### 4 Recharging Your Account

You can purchase additional credit from the agent who sold you the OMNI PayPhone.

### 5 Troubleshooting

#### Cannot make calls

1. Confirm that the Supersim service is available in your location. See the Rate Calculator at [www.supersim.mobi](http://www.supersim.mobi) for the list of countries where the SuperSIM service can be used.
2. Confirm that the SuperSIM can register on the network. If not, it could have been deactivated due to zero account balance. Confirm that your account has enough money to make calls.
3. Confirm that you dialed +DestinationNumber#. (DestinationNumber = <country code><city code><local number>.) Do not use international prefix such as 00 or 011.
4. Select another network manually. Note that different networks in a country may have different rates.

#### Cannot see the +50# and +50X# responses

1. The call information messages are sent by USSD. Some mobile phones can display only a limited number of characters in a received USSD message or cannot display USSD. Change to a mobile phone that can display USSD messages up to 160 characters.