

# AIRTIME

## FAQ's



# General

## What is my phone number?

The phone number can be found on your TC Identification Card. If you have lost your card, please call TC Communications on 1800 822 666 and we will be able to advise you of your phone number.

## What are my call rates?

Call rates can differ between different services and plans. Please contact the Airtime Department of TC Communications for a rate schedule of your specific service.

## Why is it so expensive for landlines to call my satellite phone?

It can be quite expensive to call satellite phones using a landline services as local carriers charge international rates (or higher!).

TC Communications offers a cheap option called Two-Stage Dialling, which allows you to dial satellite phones via a local number.

Please contact our Airtime department on 1800 822 666 for more information regarding Two-Stage Dialling and the benefits it can offer.

## My phone is asking for a PUK code

"PUK" stands for "PIN Unlock Key". This usually occurs when you have entered an incorrect phone PIN three times. Please call TC Communications on 1800 822 666 to obtain your PUK code.

*\*Check that you have administrator rights to receive this code*

## My terminal has stopped working or I can't connect

Please call Helen from our Airtime department on +61 2 9714 5104 to ensure your service is still currently active. You will need to have on hand one of the following:

- SIM Card Number
- Customer Code
- Customer Name
- Invoice Number

If the results show that it is activated then it could be a hardware or other technical issue and we will put you through to our 24/7 Help Desk.



**Helen Youssef** manages TC's Airtime department. Helen joined TC in 2010 as the new Marketing Coordinator and Airtime Product Manager. Looking for a new challenge, she brings a fresh outlook to this niche market and aims to ensure each client is dealt with personally.

Phone: +61 2 9714 5104

Email: [heleny@tc.com.au](mailto:heleny@tc.com.au)



# IsatPhone Pro Satellite Phone

## How do people call me?

To make calls and when receiving calls from your IsatPhone Pro, the satellite phone must be turned on and the antenna properly deployed.

Before using the IsatPhone Pro in a new location your phone will need to obtain a GPS signal so that it knows its location. The phone must initially be held in an upright position for a GPS signal lock, which can take a few minutes. Once a GPS signal is found "Ready to call" will be displayed on the screen.

To make calls FROM your IsatPhone Pro dial:  
00 + Country Code + Area Code (Remove "0") + Telephone Number

For example: for the helpdesk number of (02) 9714 5140, dial 00 61 2 9714 5140 from the satellite phone. For a mobile number of 0411 222 333, dial 00 61 411 222 333

To make calls TO your IsatPhone Pro phone dial:  
International Dialling Code + IsatPhone Pro Phone number

For a voice call from anywhere in Australia to your satphone, dial 00 11 – (enter number). The 870 is a unique IsatPhone Pro "country code" that is always the same regardless of the user's location. The calling party pays for calls routed to your satphone.

TIP: Your IsatPhone is best used through the Bluetooth ear piece or on speaker phone, so as to allow the antenna to remain in optimum position. IsatPhone Pro docks will extend your IsatPhone capabilities whether you're in a car, boat or remote office. Call us for more details on 1800 822 666.

## I am not receiving calls

If your antenna is not deployed and pointed in an upright position, you will not be able to receive calls. It is important that while the phone is in use the antenna remains upright to ensure a signal is always received when making and receiving calls.

If your IsatPhone Pro is not on when someone has tried to call you a SMS will be received and displayed when you next switch your IsatPhone Pro on. People can also send you a SMS via the TC Communications website ([www.tc.com.au](http://www.tc.com.au)).

How do I check my IsatPhone Prepaid balance?  
There are 3 ways to check your remaining balance:

1. Through the phone by dialling 591#
2. By dialling +870772000591 from a landline
3. By calling TC Communications on 1800 822 666





# Thuraya Satellite Phone

## How do people call me?

Your phone number can be dialled like a normal mobile phone number.

## How do I register my phone so that I can make a call?

The phone can be switched on by holding the red call end key for 2 seconds. The main menu is now displayed. The Thuraya system uses your GPS location for billing purposes. Therefore, you will have to have a valid GPS position stored in your phone before making calls. After the Thuraya phone registers successfully with the Thuraya network, you are ready to make a call.

## How do I make a call with my Thuraya phone?

For a voice call to anyone in Australia the phone number can be dialled just like a normal Australian phone number:

**the area code + phone number**

**For example, 02 9714 5104 or 0412 345 678.**

If you are calling numbers outside Australia dial:

**00 11 (or +) + Country Code + Area Code +**

**Telephone Number**

## How do I use the voicemail service?

The Voice Mail Service (VMS) from Thuraya works like an answering machine and stores messages when you have your phone switched off or the line is busy. You can listen to your voicemail by dialing the short code 123. Alternately, select Menu then Messages and then Listen Voicemail.





# Iridium Satellite Phone

## How do people call me?

To make calls from – and receive calls on – your Iridium phone, the satellite phone must be turned on and the antenna properly deployed.

To make calls FROM your IRIDIUM Phone dial:  
00 + Country Code + Area Code (Remove "0") + Telephone Number

For example: for the helpdesk number of (02) 9714 5140, dial 00 61 2 9714 5140 from the satellite phone. For a mobile number of 0411 222 333, dial 00 61 411 222 333

To make calls TO your phone dial:  
International Dialling Code + Iridium Phone number.

For a voice call from anywhere in Australia to your satphone, dial 00 11 – (enter number). The 8816 is a unique Iridium "country code" that is always the same regardless of the user's location. The calling party pays for calls routed to your satphone. As mentioned earlier, there is a cheaper way for people to contact you, 2 Stage Dialling – please contact us on 1800 822 666 for more details.

To make a call from an IRIDIUM phone to an IRIDIUM phone dial:

00 + Iridium Phone Number

To make a call to another IRIDIUM phone, simply dial 00 and the phone number of the other unit, then press the "OK" button. Calls to another IRIDIUM phone are billed at the rate published in our rate schedule.

## How to enter a PUK code

- If the terminal has been locked because you have incorrectly entered the PIN three times, then you will need to enter a PUK code
- First enter "\*\*\*05\*" ("\*\*052\*" for the PUK 2 code)
- Enter the PUK code
- Enter a new PIN
- Confirm the new PIN and press "ok"

If this does not work then consult TC Communications technical department on: 02 9714 5140 or [support@tc.com.au](mailto:support@tc.com.au).





# TC Chat Cards

## What is a ChatCard?

TC ChatCard is a flexible and affordable prepaid calling card that allows shipping crew and passengers to stay in touch with their family and friends.

## What services can I use with a TC ChatCard?

The TC ChatCard can be used with Inmarsat services such as FleetBroadband, Fleet, and Mini-M, as well as Iridium. It can be used for calling home, emailing and SMS.

## How do I reload my ChatCard?

ChatCard's can easily be reloaded online at [http://www.tc.com.au/airtime\\_Enhanced\\_Services.htm](http://www.tc.com.au/airtime_Enhanced_Services.htm)

## Can I use my ChatCard for surfing the Internet?

For surfing the Internet and Instant Messaging, there is a TC ChatCard Data. This separates the crew's Internet access costs from the ship costs and charges are drawn against the prepaid ChatCard.

## How do I use the ChatCard?

ChatCards are easy to use, with the instructions on the back of each card:

- Dial the short code to reach the ChatCard system
- Enter your PIN
- Dial the telephone number





# Inmarsat 4 Services

## BGAN & FleetBroadBand (FBB)

To save money I want to avoid unwanted traffic on my BGAN & FBB, what do I do?

The general rule is to avoid sending data that you don't need to.

### Wifi-enabled BGAN (Hughes HNS9201 + Thrane & Thrane Explorer 700)

- If the wifi is on unprotected and the user leaves their User Terminals registered and attached for data, they are advertising FREE internet. So close or protect your wifi!

### Windows O/S

- Turn off Windows automatic update, as these can be large downloads which will increase cost.
- Turn on the Microsoft firewall.
- Turn off other programs that do automatic updates.
- In Internet Explorer's Internet option menu, you can disable such features as play animation / sound / video in web pages, and show pictures.

### Outlook Express

- Switch off "check for mail every X minutes" and disable automatically download message when in viewing mode.
- De-select the "send messages immediately" option, which will allow you to queue them rather than the message being sent immediately.
- Disable signatures and compress or convert attachments to text
- Send plain text messages if possible.
- Don't use the reply option: create a new email, or remove previous text from replies.





# TCmailXpress

## What is TCmailXpress?

TCmailXpress is a high-end integrated communications solution designed for satellite communications. The single user application is provided free of charge to TC airtime clients. It provides Inmarsat and GSM-connected remote users with email, SMS and telex services integrated into a single integrated application. BGAN and 3G users in particular will benefit from integrated and automatic message and attachment compression, which can provide for an average of 50% reduction in size across all file types, with up to 85% compression on text and database files.

## How does TCmailXpress work?

Using TCmailXpress, all data is compressed and custom encoded to reduce the size of the traffic, then uncompressed at the TCmailXpress hub before being forwarded on into the internet:

efficient, fast and totally transparent to the user. In an environment where communications charges are based on any and all traffic transiting the link, it is important to reduce traffic volume as much as possible. TCmailXpress is the tool to help you do this.

## What are the fees to use TCmailXpress?

The TCmailXpress basic single user version has no monthly subscription fee. There are more complex multi-user options available for a fee. Contact TC Communications on 1800 822 666 to see which plan is best for you.





Unit A3 Cameron Centre, 255 Rawson St, Auburn NSW 2144 Australia Tel + 61 2 97145100 Fax +61 2 9648 0946  
Email: [sales@tc.com.au](mailto:sales@tc.com.au) Web: [www.tc.com.au](http://www.tc.com.au)