

GPRS & Registering Mobile phones in Turkey. (17/9/09)

The Pilotage Foundation does not accept any responsibility for the comments below:-

Mobile Phones/Internet access using Mobile phones abroad but focusing on Turkey (Turkcell/TIM (Greece) Vodaphone and 02 roaming)

1. General.

My requirement when abroad is to be able to use GPRS either with my Vodafone account back in the UK via roaming OR with my Turkcell account in Turkey. The cheapest way when in Turkey is to purchase a Turkcell simcard with pay as you go cards. Any Turkcell shop will set you up OK and that part is relatively easy. If your phone has the TURKCELL chip installed and you have activated the Internet Package then your card (pay as you go) gets debited at a cost typically of 20 units (150p) for 50mb of data per week, so very cheap. The cost is related to the amount of data passed not how long you are connected. To see how much you have left on your pay as you go card enter *123# and dial and that will tell you how many units you have left. If you wish to see how much of your weekly 50MB allowance you have left dial *456*3# and press the green button. Remember that direct phone calls or text are costed at the normal rate. A typical e-mail session only uses about 50Kb per session so negligible cost.

You need to conquer four items.

- a. Get your phone, or phone card to talk to your computer. This is the most difficult part and should be completed if possible before you leave for Turkey at home where there are experts everywhere.**
- b. You can use roaming as described using your local network such as Vodafone but that is expensive so get a Turkish simcard from Turkcell using “pay as you go” and get your phone registered in Turkey so you do not get cut off. Better still have 2 phones one for Turkcell and one for Vodafone.**
- c. Set up your phone so that it will work with GPRS and will recognise either your roaming supplier (ie Vodafone) OR your phone or computer using your Turkish simcard.**
- d. How to ensure that you do not lose your Turkish number when back in the UK.**
- e. Once it is working you will wonder what all the fuss was about. Take it a step at a time. It is a joy to be able to send e-mails and surf the web from the boat anywhere.**

1. Connecting your simcard/phone to your computer .

Please note that I know this sounds complicated but when it works it is just great. It is assumed that you have a phone which will support GPRS and also that it is “Unlocked” so that you can use any supplier and that you have a means of connecting to your laptop such as “Bluetooth”. It is much better to get those items sorted before leaving.

- a. Switch on your phone and select Bluetooth (With Nokia that is menu- find Bluetooth and select it.)
- b. Load your Bluetooth software onto your PC.
- c. Insert your Bluetooth adaptor (purchased from PC world) unless your PC is already Bluetooth ready. Make sure the computer has found the new device
- d. START-Control Panel- Bluetooth devices and better make this an icon on the desktop
- e. Click on Search “for devices in range” and hopefully your phone will be found.

- f. Establish pairing between the pc and the phone. Enter a 4 digit number code. The phone will then ask you if you wish to pair and use the same code.
- g. Under Options select “Discover services” Select dialup networking
- h. Now put an icon on your desktop which you will use to connect to Turkcell or your preferred supplier:- Start-connections-show all connections. Right click Bluetooth connection-create.
- i. Now set up your PC as below:-

2. Set up your PC to use the right Modem as follows:

- a. First make sure that you have your phone set up as a modem. If not then - Start-Control Panel-Select phone and Modems-select Modems, and find either the GSM phone if a direct cable link or IR or Bluetooth whichever method you are using. Then Properties-advanced-enter under extra commands at+cgdcont=1,"ip","internet" OK-OK (Get that exactly as shown.)

3. **Try to connect.** Double click the desktop icon, click “dial” and your phone (which you will have enabled by Menu- Bluetooth on etc) will ask if you wish to connect. Press yes and you should then connect to Turkcell GPRS. You should have a small “G” in the top left corner of the phone. The icon at the bottom right of your computer should blink and the easiest way to disconnect when you wish is to Rt click that icon.

4. Set up your Turkcell account on your PC as follows:-.

- a. On your PC - Start-connect to-your new connection and follow instructions with following input: Most of what is below is default in any case.

*Name Web

*Password leave blank

*Phone Number *99#

*Remove tick in box next to *"Wait for dial tone before dialling"

Baud Rate 115200

Stop bits 2

*Data bits = 8; Parity = none; Flow Control = Hardware

Country and area codes blank

*Put a shortcut on your desktop and call it Turkcell as follows.

- b. START-Connect to-Show all connections-highlight your new connection-right click and select shortcut and it should say it will put one on your desktop. I would suggest that you change the names to Turkcell at some stage.

5. To set up your phone for GPRS/internet access with Turkcell in Turkey.

On your GSM Phone:

- a. It is worth making sure your phone is set to ENGLISH Menu-Settings-phone settings-language –select English
- b. Make sure you can do capitals. On my Nokia that means toggle the bottom right button and watch the top left corner of the phone.
- c. Make sure that your phone will talk to your computer either by cable, Infra Red or preferably Bluetooth.

- d. Purchase a Turkcell pay as you go chip. If a reasonable shop they will set you up for GPRS there and then. Make sure the phone is unlocked!! If all they will do is supply the chip and make sure that you can access the phone with their pin number(which you can change later), then:
- e. Dial 00902124440535 or just 4440535 if using your Turkish phone. As soon as they answer hit 77, ignore requests to push 1,2 or 3 and wait. You will be put through to an English speaking operator. ASK him to activate GPRS if not done when you purchased the chip. This has to be done sometime. He will ask for your phone type to check if it will work with GPRS so have that ready, and he will then send you a message. SAVE it and then click yes if you want to activate. All the settings will have been put in your phone after you have switched if off and on again. Ask him if the phone is now all set. Also ask him how to set up your modem and he should go through the following procedure but it takes time and I would suggest you first try it yourself.
- f. Switch phone off and on again. IF it asks for a pin number dial 1234 and then change to your own pin number but it is unlikely to do that as you will have set up for Turkcell.
- g. Just to make sure your phone is set up correctly if the Turkcell chap has not taken you through the procedure on the phone proceed as follows: Menu-Settings-select-Menu-GPRS Modem Settings-select-active access point-Select-Access 3 –Activate-Menu- Edit active access point-select-alias for access point-rename-“TURKCELL” (in capitals)-OK-menu-GPRS access point-edit-“internet”(small letters)-OK-Back to Exit. The objective is to activate TURKCELL as your GPRS supplier and to make sure that the phone is set to internet NOT WAP. Hence the two settings. Check that the phone is set for GPRS by going Menu-Services-Settings and for Turkcell it should say TCELLWAP-GPRS. (not sure why it says WAP but it works) For Vodafone it will say Vodafone GPRS(no hyphen)
- h. There should be a small “G” at the top left of the phone when connected. Finally phone up Turkcell again Dial 00902124440535 As soon as they answer hit 77, ignore requests to push 1,2 or 3 and wait. You will be put through to an English speaking operator. Ask him to activate the “Internet Package” With that you pay 20 units per week (2009) and then have access to 50MB of data for the week. ie a cost of about 150p per week. When going over 50MB you revert to the normal limit of 750k which is easily exceeded. The system automatically starts again at the beginning of each week. When you leave Turkey just phone again and cancel the package.

6. How to ensure that your mobile phone is registered in Turkey.

People with ROAMING telephones purchased outside Turkey using a provider from home such as Vodafone are apparently exempt from the new regulations. Thus the following notes apply to phones which will use a Turkish Chip. (the right way to keep costs down.) Turkey has apparently identified a problem where stolen phones are being dumped there, hence the new regulations. Mobiles using a Turkish Chip have to be registered wherever they were purchased or they are likely to be cut off.

- a. When you next fly into Turkey insist on getting a TITANAK form signed and stamped at the airport. They will have a stack of forms available. They will note the following;
 - i. passport number (one phone per passport),
 - ii. the flight number,
 - iii. phone serial number (*#06#)

and will give you a stamped certificate to that effect. A receipt does not seem to be necessary. Note only one phone per passport and you must be there as well. (7/9/06) At Ataturk Airport in Istanbul there are signs telling you to register your mobile phone with customs as you come through the airport, and a

desk with two people on it who seem to know about what's going on. A straight GSM phone is free but if a radio is incorporated they appear to charge 20YTL.

b. ASSUMING your phone has not been registered then read the following:-

- i. If you purchased a Turkish phone and have the original receipt then take it to your local Turkcell agent together with your passport and they should be able to register your phone.
- ii. With any other phone purchased outside Turkey if you have the original receipt then take it plus your passport (one person per passport) plus your TITANAK to a designated agent which means a Turkcell shop in a county. Ie Istanbul, Izmir, Antalya and Mugla, but note Marmaris would not do it in 2006 so one had to go all the way to Mugla. As of 2009 I understand that Marmaris can now register phones but this has not been checked. Then they will register your phone. Marmaris to Mugla is a long way (as I found to my cost) so FIRST check that you are not already registered. Insist at the local office that they check if you are already Turkcell registered. That could be the case if you had a running contract with spare units last Dec 2005. At that time Turkcell will have deducted 50 units to keep the contract running and will have automatically registered your phone. Also ask the local Turkcell office to check if the Government site has registered your phone. Quite likely they will say it is unregistered even if you are registered with Turkcell. So if you then receive a notice saying you will be cut off you have 2 days in which to ask Turkcell Head Office to make sure that the Government site is updated.
- iii. NOTE: Where you have a chip which plugs directly into your portable that all the same rules apply as for a phone. The pc and its chip have to be registered.
- iv. If you change a chip into a different mobile or pc it may well work for a few days but will then be cut off until one returns to the matched pair.

This all sounds horrific but in practice once registered few problems are encountered.

The site address for the Government is <http://imei.tk.gov.tr/> Please let me know if you find out how to access Turkcells records to check the status of your phone. If anyone can translate that would be a great help.

7. VODAFONE Setup. (ie if one is in Turkey or Greece and want to connect via Vodafone in the UK)

To follow though it is very similar. However, I have two phones. If not then one would select access point 3e above and call that VODAFONE in capitals.

- a. You can phone Vodafone and ask for help. The costs are changing all the time but believe it is 75p for roaming and then £3 per Mb. Instructions go as follows. First set up your Modem if not done so already. Start-Control Panel-Select phone and Modems-modems-Find the relevant mobile moden-Properties-advanced-enter at+cgdcont=1,"ip","internet" OK-OK.
- b. Open new connection call it vodafone GPRS Name is web, password is web (or I think you can leave it blank), dial number is *99#

Whichever way you proceed you will access the web and can then use your ISP in the normal manner. You will need to check that the server settings are correct if using Outlook or Outlook Express.

8. How to avoid Norton (or similar) or Microsoft using up your precious units

One of the problems encountered is that the above like to download material whenever they see a connection. That is fine if you have access to WIFI but bad news if you are paying for data usage.

Thus for normal use on board I like to be in control so do these two quick alterations (easily reversed);

- a) Set up my Norton (or equivalent) so that it only does updates on demand
- b) Go to START-Control Panel- Windows Automatic updates and turn it to "Notify me but don't automatically download or install them" Do that when you are next connected to WIFI or if you have lost of spare units you can download under your own control.

9. How to keep your Turkish phone alive when back in the UK.

- a. Purchase two 100 unit cards before you leave.
- b. When it is 3 months since you last added units ring from your land phone 00902124440535 or I believe 00905324440535
- c. As soon as the phone is answered hit 77 unless they answer in English
- d. After they have given 3 options do nothing and you will be transferred to an English speaking agent.
- e. Explain that you wish to add units to your phone. He will say well add them so you have to explain that you are phoning from the UK and wish to add units. He may ask his supervisor but then will ask for the number on the card. He will confirm that units have been added.
- f. BINGO your phone number is safe for another 3 months and I suspect it is actually 6 months but better safe than sorry.

10. How to set up your O2 account (ie if one is in Turkey or Greece and want to connect via O2 in the UK):-.

- a. On your PC - Start-connect to-new connection and follow instructions with following input:
Most of what is below is default in any case.

*Name master

*Password is password

*Phone Number *99***1#

*Remove tick box next to *"Wait for dial tone before dialling"

Baud Rate 115200

Stop bits 2

*Data bits = 8; Parity = none; Flow Control = Hardware

Country and area codes blank

*Put a shortcut on your desktop and call it O2 Dialup.

- b. Set up your O2 account as follows: First make sure that you have your phone set up as a modem. If not then - Start-Control Panel-Select phone/ Modems-select Modems, and find either the GSM phone if a direct cable link or IR or Bluetooth whichever method you are using. Then Properties-advanced-enter under extra commands
at+cgdcont=1,"ip","mobile.o2.co.uk" OK-OK (Get that exactly as shown.)
- c. Good luck!!!!;

11. SETUP your phone in GREECE. This is second hand info but looks right.

- a. Make sure that your phone will talk to your computer either by cable, Infra Red or preferably Bluetooth. Much better to get over this before leaving home.
- b. Purchase a TIM pay as you go chip. If a reasonable shop they will set you up for GPRS there and then. Make sure the phone is unlocked!! If all they will do is supply the chip and make sure that you can access the phone with their pin number(which you can change later), then:

- c. Dial 1231 on your phone. As soon as they answer hit 8, ignore requests to push 1,2 or 3 and wait. You will be put through to an English speaking operator. ASK him to activate GPRS. This has to be done sometime. He will ask for your phone type to check if it will work with GPRS, and then send you a message. SAVE it and then click yes if you want to activate. All the settings will have been put in your phone after you have switched it off and on again. Ask him if the phone is now all set. Also ask him how to set up your modem and he should go through the following procedure but it takes time. If not then read on.
- d. Switch phone off and on again. IF it asks for a pin number dial 1234 and then change to your own pin number but it is unlikely to do that as you will have set up for TIM.
- e. Just to make sure your phone is set up correctly if the TIM chap has not taken you through the procedure on the phone proceed as follows: Menu-Settings-select-**Menu**-GPRS Modem Settings-select-active access point-Select-Access 3 –Activate-**Menu**- Edit active access point-select-**alias** for access point-rename-“TIM” (in capitals)-OK-**menu**-GPRS access point-edit-“internet”(small letters)-OK-Back to Exit. The objective is to activate TIM as your GPRS supplier and to make sure that the phone is set to internet NOT WAP. Hence the two settings.
- f. To set up your modem: Start-Control Panel-Select phone/ Modems-select Modems, and find either the GSM phone if a direct cable link or IR or Bluetooth whichever method you are using. Then Properties-advanced-enter under extra commands at+??????? I do not know the string Please advise.” OK-OK (Get that exactly as shown.)
- g. Good luck!!!!;

Additional information as at 2006

GPRS in the following countries when using Vodafone via UK:

Turkey - You can use the phone to dial on a number of networks, but the only one that you can use roaming GPRS is Turkcell

Greece. Vodafone GR or Panafon Hellenic.

Cyprus - You can use the phone to dial on a number of networks, but there is no GPRS roaming coverage

Syria - You can use the phone to dial on a number of networks, but there is no GPRS roaming coverage

Israel - You can use the phone to dial on a number of networks, but the only ones that you can use roaming GPRS is 'Partnership Orange' and Cellcom

Egypt - You can use the phone to dial on a number of networks, but the only one that you can use roaming GPRS is Vodafone Egypt

17/9/2009