

# Saudi Arabian Airlines Interactive SMS services Installation Guide

## Introduction

The Interactive SMS Mobile Client (program) facilitates simple and intuitive interface to enquire & transact with Saudi Arabian Airlines' SMS Self Services.

The client offers GUI functions and services that have been designed to work with no data entry except where it's necessary thereby eliminating key-strokes mistakes and the need for users to remember specific command codes.

## Supported Devices

The Client is compatible with all popular mobile devices and it comes in four versions:

1. Symbian based mobile devices (i.e. Nokia, Sonny Ericsson, etc.)
2. Windows based PDAs (i.e. iMate, Eten, O2)
3. Smart Phone devices
4. BlackBerry devices

## Installation

Installation is made very easy and seamless which also allows the selection of operator (Aljawal or Mobily) and language (Arabic or English)

To install the client (application) on your mobile:

1. Download the appropriate ZIP file depending on type of your mobile device and save it on your personal computer.
2. Unzip the downloaded file then Send the contained file to your mobile device using one of the following ways:
  - ✓ Bluetooth
  - ✓ Infrared
  - ✓ Cable and software that connects your mobile device to your personal computer (comes with your mobile device)
3. Continue the rest of installation steps on your mobile device.



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## Provided Services

Once the Client is downloaded & installed on the mobile device; users could begin to enjoy the quickness and up-to-date information. The SMS Client works for both STC and MOBILY customers. Also, user can select their preferred language interface to work with (Arabic/English). All you need to do is to enter needed information and press send and, in a short period of time, you will receive an SMS reply of your requested information. Following is brief description of provided services:

Service Type	Description	Reply	Comments
1. Reservation Display	Enter Booking Reference Number then select Reservation display and press Send	Complete information about first two segments of reservation	Both Numeric and Alphanumeric Booking References can be used
2. Reservation Confirmation	In case you received an SMS from SAUDIA stating that you have a chance to confirm your reservation, Enter Booking Reference Number then select Reservation Confirmation and press Send	SMS acknowledging that confirmation is done or asking you to call Saudia in case your confirmation can not be done automatically	Both Numeric and Alphanumeric Booking References can be used
3. Reservation Cancelation	In case you need to cancel your entire reservation, Enter Booking Reference Number then select Reservation Cancelation and press Send	SMS acknowledging that cancelation is done or asking you to call Saudia in case your cancelation can not be done automatically	Both Numeric and Alphanumeric Booking References can be used



## Saudi Arabian Airlines Interactive SMS services Installation Guide

4. Tickets Time Limit	Enter Booking Reference Number then select Reservation display and press Send	Time limit to purchase you tickets if exists	Both Numeric and Alphanumeric Booking References can be used
5. Flight Availability	To find out First booking Availability, Select desired origin and destination cities, travel class and date then press Send	First availability for the select destination	Shows first Availability for one seat booking only
6. Add Mobile Number	To add mobile number to your booking, Enter Booking Reference Number and mobile number then press Send	SMS acknowledging the addition of the mobile number	Both Numeric and Alphanumeric Booking References can be used
7. Flight Time	To know Actual departure and arrival times of a flight, Enter flight number and flight date then press Send	The actual departure and arrival time of the requested flight	Flight number should be entered without the airline code "SV"
8. Flight Schedule	To display flight schedule between two cities, Select desired origin and destination cities and date then press Send	Display flight schedule for the requested destination	
9. Fare Display	To display tickets fares between two cities, Select desired origin and destination cities and direction then press Send	Display fares of all available travel classes for the requested destination	



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10.Settings	Language: Select Language to set the program to your preferred language interface (Arabic or English)  Service Provider: Select service provider to set the program to your mobile service provider (STC or Mobily)		
11.Help	To display a brief description about the available SMS services	Display help	

## Comments and Suggestion

We will be please to receive your comments and suggestions on the following email:  
[wdeadin@saudiairlines.com.sa](mailto:wdeadin@saudiairlines.com.sa)

## Important

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