

Mobile starter guide

Get up and mobile... fast

AAPT.com.au
or contact us on 135 005



MOBILE



Welcome

Thanks for choosing AAPT for your mobile service.

This guide will help you get started. You'll find tips for getting your mobile up and running, a guide to value added services and how to contact us if you have any questions or problems.

Contents

Getting ready to go	2
1 Charge your battery	
2 Insert your SIM card	
3 Switch on your phone	
4 Activate your SIM card	
5 Secure your mobile – set your PIN	
6 How to make a call	
7 How to end a call	
8 Send and receive GPRS/MMS	
9 Emergency calls	
When something goes wrong	4
Handy information	5
Never miss a call with voicemail	5
Keep in touch with call diversion	6
More than words!	7
Global roaming	8

Getting ready to go

Follow these easy steps to get up and mobile... fast.

1 – Before you start – charge your phone battery

You'll need to fully charge your battery before you start using your mobile. Carefully attach the battery, plug the charger into the phone, and then plug the charger into the wall socket and switch it on. The screen on your mobile will show you when it is charging. Check your phone manual for how long you should charge your phone

2 – Insert your SIM card

Your new SIM card needs to be inserted into your phone so you can start making calls. Pop out the small segment (the SIM) from the card located under the flap of your Mobile starter kit. Place it in the SIM card holder (usually located under the battery). One of the corners is cut to help you align the fit. (Your phone manual will show you the steps to follow for inserting your SIM card into your specific phone handset).

HINT: The gold section of the SIM card must always make contact with the gold pins in the phone (this may be hidden on some phones).

3 – Switch on your phone

You're now ready to turn on your mobile. Press and hold the **POWER** button for about one second. The display should come up.

4 – Activate your SIM card

If you're bringing your number with you to AAPT

All you need to do is call **133 007**. You'll need your mobile number, your date of birth and a spare minute! It's that easy, and once it's done, you'll be ready to start chatting. When you see the AAPT name or logo on the screen of your mobile, that means your AAPT mobile is set up. This should happen straight away, but if it doesn't we recommend turning your phone off for about an hour then turning it on again.

It's also a good idea to save any important contact numbers, text messages or appointments somewhere else before you set up your new mobile. Unfortunately, we can't guarantee that these will be transferred.

If you're setting up a brand new phone number

Your new mobile service will be active on the date you requested. All you need to do is call 133 007. You'll need your mobile number and your date of birth to get started.

5 – Secure your phone – Set your PIN

Your SIM security PIN has been preset to **0000**. The best way to protect your mobile is to change this to another number as soon as you can (your phone handset manual will show you the steps to follow to set your own SIM security PIN).

Write your PIN somewhere where you won't forget it – because if you key in the wrong PIN three times, your SIM card will be blocked.

6 – How to make a call

Key in the number you want to call. Once you've checked that it's the right number on the screen, press the **SEND** key. This usually has a picture of a lifted phone handset and is coloured green.

HINT: You'll need your SIM card in, battery charged and to be in a coverage area to make or receive calls on your mobile.

7 – How to end a call

When you've finished your call, just press the **END** key. This usually has a picture of a horizontal phone handset and is coloured red.

8 – Send and receive GPRS/MMS

If you wish to send and receive MMS, (eg a picture or photo message), connect to the internet or send and receive emails your phone must be GPRS capable and configured to the AAPT network. To configure your phone go to **AAPT.com.au/Mobile** and follow the simple instructions. Settings will be sent to your phone to be activated for GPRS and MMS.

9 – Making Emergency calls

You can call emergency services directly from your mobile – even if your SIM card is not inserted, and without having to key in a PIN.

To contact emergency services at any time, anywhere in the world (providing the overseas network supports this facility) from any GSM handset (in any GSM coverage area) you should:

Press **112**, followed by the **SEND** key

If you're in Australia and have your SIM card inserted and the PIN activated you can call 000 for emergency service.

Things to check – if something goes wrong

If your phone gives you an error message whilst you are setting it up such as:

- SIM not accepted;
- Enter special code;
- Enter network code;

Your phone may be locked to your previous network, and you'll need to contact your previous service provider.

If your phone won't switch on

- Check that you've held the **POWER** button down firmly
- Check that your battery is charged

If your phone isn't working properly

- Try turning your phone off and then on again
- Wipe the gold side of your SIM card with a dry cloth and check that it is inserted correctly.

If you hear a long beeping sound when trying to make a call

- Check the number you've dialled
- Check the signal strength – you may be in a no coverage area and should try another location
- Your mobile may be barred from making this particular type of call

SIM card difficulties or faults – what you should do

- If you are having difficulties, you might see one of these messages on your mobile display: **BAD CARD** or **SIM ERROR**. Your SIM card may be damaged or defective. Just contact our team on **135 005**.
- If you see the message **SIM BLOCKED** or **BLOCKED** or **CARD BLOCKED** on your phone, it means that your PIN isn't working and your phone is blocked. If you key in the wrong PIN three times, your SIM card will be blocked. You can unblock your SIM card by keying in your PUK (Personal Unblocking Key) into your phone keypad. You can contact our team on **135 005** to find out your PUK code.

HINT: If your PUK is incorrectly keyed in ten times, your SIM card will become unusable. If this happens please contact our team on 135 005. There is a replacement SIM card charge if this occurs.

Support and advice

Mobile online support	AAPT.com.au
National directory assistance	1223
International directory assistance	1225
Emergency services	000 or 112
Voicemail messages	121
Customer Care	135 005

Never miss a call with voicemail

By using voicemail, you'll never have to worry about missing a call. Your callers can simply leave a message for you to listen to and respond to when you have time.

HINT: You'll need to set up your security code before you personalise your voicemail greeting. The default security code is 3333.

Here's a hint on what to say if you're not sure...

"Hi, this is (YOUR NAME). I can't take your call just now, but if you leave a message with your name and number after the tone, I'll get back to you soon. Thanks for calling. Bye."

HINT: We automatically set your call diversion to voicemail when your service is activated. If you haven't called 121 to set up your voicemail service you will be sent an SMS when a message is received in your voicemail box. You will need to set up your voicemail service to listen to the message. If you wish to turn off voicemail dial 1210 and press the SEND key.

Keep in touch with call diversion

You can have your mobile calls diverted to any phone number in Australia. You can divert calls to your voicemail when there is no answer; you're unreachable; or busy. However it is important to note call forwarding and message retrieval charges do apply.

Most phones include a call divert feature under Call Settings. Your phone user guide should show you how to use the call divert feature for your specific phone.

More than words!

Using short cuts and symbols like these make text messages (SMS) even more fun.

Are you OK?	R U OK?	Please	PLS
Ate	8	Regards	RGDS
Be seeing you	BCNU	Rose	@>->
Before	B4	Sad	:(
Cat	='. '=	Screaming	:-@
Crying	:'(See	C
Excellent	XLNT	See you later	CUL8R
Fun	:-D	Shocked	#:-0
Great	GR8	Sticking out tongue	:-P
Happy	:)	Talking	:0
Hung-over	%*@:-0	Thanks	THX
Kiss	:-*	Tongue-tied	:-&
Late	L8	Too, to, two	2
Later	L8R	Want to	WAN2
Let's meet	:)(:	Winking	;))
Love	LUV	You	U
Not talking	:-X	You are	UR
Oh, I see	OIC		

Global roaming

AAPT global roaming means you can travel overseas and use your normal Australian mobile number in many overseas countries. In selected countries, global roaming lets people call you just as if you were in Australia by simply dialling your regular mobile number.

Contact our team on **135 005** to activate global roaming (we'll need 72 hours' notice before you leave and a security deposit). For roaming assistance contact our team on **135 005**.

The quality of the network coverage when you're overseas may vary.

Using network features when global roaming

By activating your voicemail before you leave Australia, you can still use your value-added services while you are overseas, in countries using the GSM system.

If you have a tone dial phone you will need to replace the "+" with the international access code when you're using your value-added services.

HINT: If the network you're visiting doesn't support GSM text messaging (SMS), you won't be notified of voicemail messages, so remember to check your voicemail every now and then.

All GSM networks accept a single keystroke "+" as the standard international access code. If you want to call other countries while in a GSM network area, simply press + (COUNTRY CODE) (AREA CODE) (PHONE NUMBER) followed by send. Your phone handset manual will tell you what key to press for "+".

Charges while global roaming

When you're global roaming, all your mobile phone charges from any GSM country are billed to your AAPT account in Australian dollars.

Calls you make while global roaming

All calls you make from your mobile are charged at the applicable rate for the network you are using.

Visit AAPT.com.au/Mobile for more information on global roaming rates.

Calls you receive while global roaming

Your caller pays for the call to your mobile in Australia, then you're charged for the forwarding of the call from Australia to the country you're visiting. This also applies if your caller is calling from the country you're visiting, or is an Australian GSM network subscriber calling you from their digital mobile while also overseas.

If you are overseas "roaming" and send or receive a text message (SMS) to Australia, it is likely you may be subjected to additional charges by the overseas network you are using.

To minimise call charges while global roaming, have all your calls diverted to your voicemail.

HINT: Before you leave divert all calls to voicemail by dialling 1212, then press SEND. When you return to Australia you can remove the divert by dialling 1213, then press SEND.

All of the services described in this AAPT guide depend upon the mobile phone being turned on and the capability of your mobile phone to access them. All specifications and instructions contained in this guide are believed to be correct at time of printing. All specifications and instructions are subject to change without notice.