



Quick reference numbers

Emergency Services **999** or **112**

ICE: Put your next of kin details under this name in your mobile phone (in case of emergency)

Voicemail Services **1211** to activate and **1210** to deactivate

Immediate Divert to Voicemail **1212** to activate and **1213** to cancel

Cancel all divers **##002#**

Extend your ringtone (up to 30secs) ****61*+447836121121*10*30#**

Call Identity To stop your number from being visible to people you call in the UK: **141** followed by the number you are calling. For international calls **14100**

Call Waiting ***43#** to activate and **#43#** to cancel

Two Calls At Once? **Key1** to take 2nd call and disconnect 1st, **Key2** to hold 1st call and take 2nd, **Key2** switch between calls, **Key1** disconnect one call and take the other

Handset Security Code Nokia **12345** Sony Ericsson/Motorola **0000**

PIN Code initially set to **0000**

Last caller Identifier ***#147#**

Message Centre number **+447785016005**

Software version ***#0000#**

What's My Mobile Number? ***#100#**

What's My IMEI Number? ***#06#**

Need more help?

CBS **01223 244 288**

Vodafone **191** from your handset

08700 700 191 from a landline

Vodafone Customer Care for Data/Fax **196**



Charged-for services / Websites*

Directory Enquiries 118 888 70p connection and then 25p per minute

AA Vodafone Road & Weather Watch 2222 - 45p per minute

- 1** for delays and incidents affecting a specific motorway
- 2** for delays and incidents affecting A roads
- 3** for delays and incidents all roads within 20km of your current location - or stay on the line
- 4** for regional traffic information
- 5** for regional weather forecasts
- 6** London underground
- 7** How to use the service and how the information is created

Ringtones and Text Alerts Please be aware most ringtones are from subscription services that take a regular payment, normally monthly. Always read the terms and conditions. This also applies to text alerts. Normally to cancel a ringtone service reply to the text message with the word STOP.

Vodafone - www.vodafone.co.uk Click on the top menu bars to see all the information you can obtain from the website.

Get More From Your Mobile find out about UK coverage, going abroad, texting and pictures

Mobile Fun and Info for your downloads and games

Vodafone Live!

My Vodafone Individual account holders can register for online billing. Helpline is 08700 770020

*Prices correct when going to print, but subject to change.



Taking your mobile device abroad

- 1 Check your destination is covered** Go to www.abroad.vodafone.co.uk where you'll find details of costs and coverage for roaming, international call saver and using data abroad. Or call **191** from your handset or **0870 0700 191** from a landline.
- 2 Ensure your handset is cleared for use abroad** Call CBS on **01223 244 288** or Vodafone on the numbers above. If you are a business please get the person who looks after your phones to call CBS.
- 3 Use international dialling codes** So UK numbers start **+44** instead of the 0
- 4 Set up voicemail (for countries that don't support Vodafone's 121/242 voicemail system)** While still in the UK - Dial **121** to change your mailbox security code. Press **1** for the main menu, dial **42** to access the settings (72 on 242 Vodafone Mail), press **2** to set a new 4-digit code. The default is 3333. Dial ***#104#** to ascertain your mailbox number and store it in your address book, prefixing the 44 with a + (press * twice quickly).
- 5 Retrieving voicemail while abroad** Dial your mailbox number (see above) in full. Press **9** when you hear the greeting. You will then be prompted to enter the security code.
- 6 Charges (Passport)** Take your home tariff with you. Call home with only a 75p connection fee added per call. You can also receive calls from the UK for just 75p for up to 60 minutes of conversation. Contact us or see the website for more details.
- 7 Manual roaming** Check your handbook for more information on manual roaming abroad. On most Nokias this is done by going to **Settings > Phone Settings > Network Selection > Manual**
- 8 Using Data Abroad** Don't forget to get data roaming bars lifted too. To check data coverage in the the region you are going to visit www.abroad.vodafone.co.uk

Tip for Ireland...

If travelling close to the border of Northern Ireland, manually roam onto Vodafone UK or you might end up using on of the Southern Irish networks!

Other new services for Voicemail 242

Call Catcher tells you about any calls you've missed on your mobile phone when your phone is unavailable. It will remember the caller's number both when your mobile is switched off or if you're outside of coverage and will send you a text message as soon as you're available again. It can store details of up to 12 calls for 72 hours. This service is activated automatically, but to alter it key **#148#** to deactivate, and ***148#** to reactivate. To check its status call ***#148#**. You can also choose single or multiple delivery mode. To activate multiple, call ***148*2#** and to reactivate single delivery call ***148*1#**. For more information call the free information line on **1481**. This service is free and works whilst in the UK. It may not work for all Multi SIM customers.

Create your own mail account Register at www.vodafone.net to create a mail account for yourself. You can use this to receive voice messages, fax messages and emails. These can be retrieved at your leisure from any PC/Fax machine. It also gives you the ability to send SMS messages from a desktop PC. Sent messages are then charged to the registered handset's mobile account.

If you have registered with www.vodafone.net for a Vodafone Mail account, with **242** for message retrieval, please note the following menu options: **Press 2** – for Voice Messages **Press 3** – for Fax **Press 4** - for Email **Press 5** – for Voice Messaging **Press 6** – for your Personal Greeting options **Press 7**- for your mailbox settings **Press 9** – for Help/Information

Icon Alerting Always know when you have received a voicemail or fax message without making a single call. When you see an icon with a speech bubble on your phone you know you've got Vodafone mail.

Password reset feature Reset your own password online instead of calling 191. Simply click the Forgotten Password? button.

Save messages to your PC Never lose an important message again with Vodafone Mail. Save voicemails as a WAV file and you will be able to keep it on your PC until you choose to delete it. Log on to PC with user name and password. When in account, click onto voice message you want to save and open it. Then right click on it > save target as..... In the window it gives options WMP (windows media player) or WAV. If no options are given then your software on PC doesn't support this.



To access your mailbox whilst in the UK, simply dial **121**

Your Voicemail can take and store up to 28 voice messages lasting 3 minutes each. It can store messages that you have not listened to for up to 21 days. Any messages that you have listened to and 'saved' will be stored for 7 days. Any other messages that you have listened to will be saved for 36 hours. In most cases the Voicemail is activated by the network when a new handset is connected. If yours is not active, then just dial **1211** from the handset to activate the service.

Calls are diverted to your voicemail service, either when your handset is switched off, your number is busy, you fail to answer, or you are out of range. There are three ways, to be alerted if you have a Voicemail message. Go to **Mailbox Settings** to choose yours:

Text message alert – You will receive a text message when you have new voicemail messages

Alert and deliver – Voicemail will call you and play new messages to you

Voice alert – Voicemail will call you and let you know you have new messages

In some cases, you may want calls to go straight to the voicemail service, in these cases;

Immediate divert to Voicemail Dial **1212** (To cancel dial **1213**)

To cancel standard Voicemail dial **1210**

To go straight to someone's Voicemail key **121** before their number.

Access Voicemail from another phone Dial your mobile number, **Key 9** when you hear the greeting. Enter your 4-digit security code followed by # (see 'Taking your Phone Abroad')

Voicemail menu options (after you have dialled **121**)

Press 2 – listen to your messages, then (2) to repeat, (3) to delete, (4) to rewind 8 seconds and 44 to play previous message; (5) for caller's number and 55 to return the call (6) to fast forward 8 seconds and 66 to play the next message; (7) to save for 7 days; (*) to forward this message to another Vodafone mailer user; (#) to reply directly to the sender's mail service mailbox and (9) to listen to these options.

Press 3 – for your Personal Greetings options.

Press 4 – for your Mailbox Settings (includes mailbox security and message notification).

Press 9 – for Help/Information

Diverting Your Calls There are lots of ways of diverting calls from to your mobile. In addition to the free voicemail service you can also **divert incoming calls to another number**. (NOTE: You will be paying for the call from the moment it gets diverted.)

- 1 **Divert all calls at all times to another phone number** Dial ****21*** [phone number where calls are to be forwarded to] # (add +44 to the for international numbers) (To cancel this dial **#21#**)
- 2 **Divert calls when on another call (ie engaged)** Dial ****67*** [phone number where calls are to be forwarded to] #
- 3 **Divert calls when there is no reply (ie when you do not answer)** Dial ****61*** [phone number where calls are to be forwarded to] #
- 4 **Set immediate divert to voicemail** Dial **1212** to activate and **1213** to cancel
- 5 **To check diverts** Dial ***#21#** or ***#67#** or ***#61#** or ***#62#**
- 6 **To cancel all diverts** Dial **##002#**

Personal Call Identifier Specify calls to track by adding an * to the end of the number, either in your phonebook, or when you dial. The specified numbers will then appear with a * next to them on your itemised bill, making it easy to tally costs with the correct accounts. You can also add a three-digit number after the * to track specific numbers.

Reactivating voicemail...

NOTE: If you have used any of these diverts and want to revert back to your normal voicemail, dial 1211 to reactivate voicemail

Initial Handset Charge Give your handset a really good initial charge to the battery – about 16 hours.

Copying Your Numbers Most handsets allow numbers to be copied from SIM to phone and vice-versa.

Setting up a PIN number on your SIM card Check your handset's handbook for instructions, but as a guide: On a Nokia - Go to **Menu > Settings > Phone Settings > Scroll Up to Security Settings > Pin Code Request** on/off – select **On** (Default is 0000) Turn handset off and then on again.

To personalise your PIN as above go to **Menu > Settings > Phone Settings > Security Settings > (Change of) Access Codes** and scroll to **Change Pin Code > Enter current PIN** which if default is 0000, **OK > Then put in new PIN, OK, and repeat new PIN and OK.** It is then set up.

If your SIM becomes blocked, you need to obtain your PUK (Personal Unblocking Key) by calling CBS or Vodafone Customer Services.

Handset security code Some handsets also have their own security code system. Even if someone were to pick up your handset, and perhaps not be able to use it because they didn't know your PIN code, they could then try putting in their own SIM card. If you had activated the security code system, the handset would ask them to enter the security code (12345 on most Nokia handsets). If I didn't know the code, the handset wouldn't work with SIM card either.

Lost/stolen handsets To avoid misuse of your handset, you must report any loss or theft as soon as possible, either to CBS on **01223 244 288** or Vodafone on **191** from your handset or **08700 700 191** from a landline. Out of hours, you can contact CBS on **07771 532 990** or via **enquiries@cbscentres.co.uk**

Setting up Date and Picture Messaging The easiest way to do this is to go to the manufacturer's website and follow the links there.

Fax messaging You can send a fax to any standard UK fax machine, using your telephone handset. Simply follow these codes/guidelines and the recipient will receive a hard copy fax. On your handset, select **write/create messages** in much the same way as you would create a text message. Then rather than just writing a standard message type **##** > the subject of the fax **#** > who it's to **#** > who it's from **#** > the actual message followed by selecting the **SEND** option. Instead of a mobile number, enter the actual landline fax number, **PREFIXED** by **9741** e.g. CBS, type 9741 01223 244266. The recipient will receive a hard copy fax, and you'll get a text message to confirm delivery.

Text messages SMS not going through? Check your Message Centre Number (see quick reference numbers). On a Nokia handset, go to **messages > message settings > sending profile > default profile**. SMS can be barred from the network. Please call us if you want to put this into place.

Using your desktop PC to send SMS messages Register at www.vodafone.net to create a 'mail' account for yourself. Use it to send SMS messages from a desk top PC to your mobile users.

Vodafone Text Centre Lets you send and receive text messages from you PC. It integrates with Microsoft Outlook, making text messages as easy to manage as your email. You can even use Vodafone Text Centre to send you text reminders about important appointments and email messages wherever you are. You can even choose to receive replies to your Outlook or to your mobile. To get started simply register at www.vodafone.co.uk/textcentre. You can choose to receive replies to your PC or to your mobile phone. Not included in SMS bundles.

Repairs CBS can normally fix Nokia handsets in or out of warranty, provided they are not liquid damaged. Handsets need to be returned to HQ with a repair booking form if not local to Cambridge. Ask us to email you one, or go to our website www.cbscentres.co.uk and download one.