

For further information on our voicemail service please visit the
Mobal HelpCenter at www.mobal.com/support

All you need to do to access your messages or to access the system to change any settings is dial 901, it's as simple as that, no + or additional dialing codes, just 901 and press send (initiate the call)

Accessing the Voicemail System

To activate the voicemail service while in a network area simply dial 1780 on the Mobal phone and press the send key, this will activate the service for you. If you should be able to administer your voicemail service. If your voicemail is not active you can activate it if you are in a service area – as long as you can see the name of a network on the screen of your phone, your personalized voicemail greeting, then your voicemail is active. are unsure if your voicemail is active, switch off your Mobal phone and call your Mobal number from another phone – if you receive either the default or your personalized voicemail greeting, then your voicemail is active. For the majority of our customers voicemail is pre-activated, if you

Switching Voicemail On

To avoid unwanted / unexpected charges we strongly recommend deactivating your voicemail between trips.

- Accessing the voicemail system = the cost of a call to the UK – this includes changing settings or listening to messages.
- Someone connecting to your voicemail = the cost of an incoming call + the remainder of the voicemail charges are per minute as follows:
deactivation will be free of charge.

Your voicemail service is already active. You may deactivate it at any point. The voicemail service, while invaluable to many people is chargeable.

The Mobal World Phone Voicemail Service

M-Mail (SMS Email)

M-mail allows your phone to send text messages to email addresses.

To activate the M-mail service, so that you can send and receive emails, simply text the word "on" to 212, you only need to do this once and it is chargeable at \$0.80.

Once the service is active you will receive the following text message: "Your email service is now on and your address is +4477????????@mmail.co.uk"

To send an M-mail message, start your message with the email address you are sending it to. Then enter a space and type your message.

Send the completed message to 212. The message can be as long as you like but it will be broken up into 100 character parts. You will be charged \$0.80 per part.

To Receive an M-mail message, the sender needs to address their email to the address you received in the text message. Incoming messages will be broken into 100 character parts and they will be charged at \$0.80 per part. You will only receive the first 100 characters, the rest will need to be retrieved manually.

The title of the message will tell you how many parts there are and at the end of the message you will be offered the chance to retrieve the next part by sending a text to 212.

To Deactivate the M-mail service, just text the word "off" to 212, which is charged at \$0.80.

Data Usage

Several of our handsets now allow the use of cellular data and we are aware that this is more complicated to understand than simple phone calls.

If you are putting the SIM card into a data enabled handset then in the majority of cases the settings will be sent to your SIM card automatically.

If you have any problems with the Data Service, your first port of call should be our dedicated Data Support Pages on our website.

You can reach them easily using the link www.mobal.com/data

N.B. Budget Handsets are not Data Enabled

Mailbox Currently Unavailable

To avoid unwanted / unexpected charges we strongly recommend deactivating your voicemail between trips.

To check your voicemail has been deactivated, switch off your Mobal phone and call your Mobal number from another phone – if you receive the message "it has not been possible to connect your call, please try again later" then your voicemail has been successfully deactivated.

To deactivate the voicemail service, simply dial 1760 and then press the "send" key.

Someone connecting to your voicemail = the cost of an incoming call + the cost of a call to the UK – Remember: This is chargeable regardless of whether they leave a message or not.

We recommend that you take the time to deactivate your voicemail before you leave a service area to avoid non-refundable voicemail access charges between trips – remember, as detailed previously;

Switching Voicemail Off

Text Messaging

Text messaging is a great, quick and cheap way to stay in touch but it is important that you understand it has its limitations.

Firstly it is important to remember that texting is not guaranteed, especially when sending texts internationally, and we recommend that in the case of emergency you always call rather than text, as even successful texts can be delayed for up to 72 hours!

Your Mobal phone is capable of receiving text messages; no additional set up is required. In fact it is not possible to have the Mobal World Service without the texting feature.

Problems Sending Messages

There are usually only a few reasons why customers have problems sending messages;

- **Incorrect dialling** – Text messages should be addressed / dialled in exactly the same way you dial when you are making a phone call + then the country code, followed by the number you are trying to reach.
- **Not in a coverage area** – to make or receive calls you have to be in a coverage area, this is the same when you are sending and receiving text messages. You need to have a network name on the screen of your phone before you try to send a text.
- **Changing the message centre number** – On some phones this is difficult to find, on others it is really easy, in either case it needs to remain as the number programmed when you received the SIM card. The message centre number **will not** be your phone number. If you think you have changed the message centre number they are detailed within the Help Center in the "Help Guides" for your phone.

Help Guides can be found at www.mobal.com/support

Problems Receiving Messages

If you are not receiving messages that people are sending you we have found that the problem usually lies with the sender of the message. If you know people are sending you messages, but those messages are not reaching you, we recommend that you have the people texting to you contact their domestic provider and explain that they are texting to a UK cell phone number, which (unless you are in the UK) is roaming internationally and ask them to troubleshoot.

In general the ability to manually change networks can be found within the Settings > Networks section within your phone.

If you find this to be a long term issue it might be due to the network you are connected to so you could try a manual network – the instructions on how to do this are in the relevant sections for your handset.

Occasionally you may come across the above voice message when dialling your voicemail. The message means exactly what it says – your voicemail box is currently unavailable and there is nothing the Mobal Agents can do to change this, simply waiting for an hour and trying again often resolves this issue.