

## Your guide to getting started - O2 mobile

We do hope that you are happy with your new phone from Total and that you will be able to use the following guide, along with the enclosed user manual, to get you started.

Should you require further assistance, please do not hesitate to contact your Total Customer Service Account Manager on **0845 070 5460**.

## Voicemail service

You may need to prefix these numbers with a **9**, dependent on your call plan.

To set up or restart service

Key **(9)1750 Call**

To switch off service

Key **(9)1760 Call**

O2 Call Alert

Key **(9)1710 Call**

To switch off

Key **(9)1760 Call**

To cancel all diverts simultaneously

Key **##002# Call**

To listen to your messages

Key **901 Call**

Your **PIN** is set as a default to **8705** but you need to change it to ensure that only you can access your messages.

To record your own personalised greeting

Dial **901** to access your Voicemail, key \* and then **3**. Follow the prompts and record your message. It's easy to change it if you don't like it.

## Travelling abroad

Before you go, dial **(9)1780** free from your O2 mobile phone to obtain your personal Voicemail Retrieval Number (VRN). Save it to your phone book, so you have it to hand for all your trips abroad. If you forget to do this before you leave the UK, dial **+44 7802 090 100** when abroad and you will be sent a text containing your personal Voicemail Retrieval Number.

To retrieve your messages abroad

In many popular countries, you can access your Voicemail 901 as you do at home; that is, simply by dialling **901**. In other countries you can access your Voicemail 901 by dialling your VRN. In some countries, you will be able to go straight into listening to your messages. In others, you may be presented with your Voicemail 901 greeting. In this case you will need to

key \* and then enter your **PIN** for security. This is the same way to access your messages from a landline or someone else's mobile phone.

## Making an international call

When making international calls (from the UK, or when calling the UK from abroad) please use the **+** key, rather than dialling the country's usual international access code (i.e. key **+**, the **country code**, the **area code without the leading '0'**, the **phone number** and press the **Send** key).

## Making a call to directory services

When making a call to a Directory Service you may need to prefix the number with a **9**.

## Need help?

If you require help with any aspect of your mobile phone, please do not hesitate to contact Customer Care on **0845 070 5460**.

## Lost or stolen handsets

If you need to report or bar a lost or stolen handset out of normal working hours please call **0845 070 5460** and you will be directed to a customer service representative.