

mobile  
**pay as you go**  
network guide



free  
data

free  
texts

free  
minutes

**manx telecom**

terms & conditions apply

## Introduction to Manx Telecom Pay As You Go mobile

This is a prepay service meaning you pay in advance for the phone calls you make. You purchase credit for your account allowing you to make calls, send text and picture messages and browse the Internet.

You won't receive a bill, the cost of your calls will be automatically deducted from your prepay account. You need sufficient credit in order to make calls. This is managed by using the recharge/top-up system explained later in this guide.

Please ensure your SIM Pack includes the following:

- A SIM card certificate, this contains your Personal Identity Number (PIN) and Personal Unblock Key (PUK) codes. You will need these codes if you wish to make your phone more secure. You must keep this certificate in a safe place, because if you lose it, you may not be able to reactivate your account. The SIM card certificate also contains your mobile number.
- Network Guide
- Terms and Conditions
- Top-up voucher (if applicable)

### The SIM Card

The SIM card is inserted into your mobile phone. This card along with your phone connects you to the Manx Telecom mobile network.

It is very important that the SIM card remains in your phone.

**All information related to your SIM card is contained in your SIM card certificate. You should keep this certificate in a safe place.**

## **Getting Started**

### **Charging the Battery**

Your phone's battery will need to be charged before you can make calls. Please refer to the handset user guide for full instructions.

### **Switch on!**

- Hold down the power button.
- There may be a short delay as your phone searches for the Manx Telecom mobile network.
- The phone will show 'MANX' on the screen. Alternatively, you may see 'PRONTO', 'UK-58', or '234-58'.
- To activate your SIM card you need to top-up using the voucher in this pack (see page 4) or your account may have some pre-loaded credit.

## **The PIN Code**

**Each SIM card has a PIN code. When activated, it is a safeguard to prevent anybody who doesn't know your PIN code from using your phone. When you purchased your SIM pack, the PIN code was set to 0000. We advise that you change it immediately to a number you can easily remember and activate PIN control on your handset. Memorise your PIN and treat it as you would a bank or cashpoint PIN.**

**To change your PIN code, please refer to the handset user manual.**

## Further Security

We recommend that you make a note of the IMEI (serial number) of your mobile phone and keep it in a safe place together with your SIM card certificate. You can find your phone's serial number by keying in \*#06# or by looking at the sticker inside the battery compartment of your mobile phone or on the side of your mobile phone's box.

## Topping Up

Adding credit is known as 'Recharging' or 'Topping-Up'. You can top-up your account in units of £5, £10, £15 and £20 by several different methods.

- Using the voucher included in this pack (if applicable)
- Purchasing Pay As You Go Vouchers from the Manx Telecom shop or from participating outlets
- Topping up online at Manx Telecom's website [manxtelecom.com](http://manxtelecom.com)
- Recharging with a debit/credit card by calling the Manx Telecom Service Centre on 154

## **Topping up Online**

You can top up your account by visiting [manxtelecom.com](http://manxtelecom.com) Just click 'Top up here'. Follow the instructions on the page and fill in the relevant information. If the transaction is successful you will receive an SMS message informing you that you account has been automatically credited. This can be checked by dialling 1242.

## **Purchasing Vouchers**

Vouchers in denominations of £5, £10, and £20 are on sale Island-wide from a range of outlets including newsagents, garages, post offices and the Manx Telecom shop in Douglas. Look out for the window stickers or ring 154 to ask for the location of your nearest agent.

When you are ready to top-up your account with a voucher, gently scratch off the panel on the reverse side of the voucher to reveal your recharge number, and then follow the recharge instructions printed on the voucher (which are also detailed in this guide).

## **Recharging with a debit (Switch, Delta), Solo card or credit card (Visa, Mastercard)**

You can recharge your account 24 hours a day, by calling the Manx Telecom Top Up service on 154. If you are using your Pay As You Go phone the call will be free. If you are using any other phone you will need to call +44 (0) 1624 600 154; you will be charged for the call.

After the transaction has been authorised, your account will be topped up by the operator.

## Recharge Instruction for entering Voucher Credit

Option One:

- Gently scratch off the panel to reveal the concealed number on your top-up card.
- Key in **1 2 4 2** and press **CALL BUTTON** You will be welcomed to the recharge service. Listen carefully to the instructions. Do not proceed to enter the concealed number until the voice instructions have finished.
- You will be asked to enter the 12 digit number from the scratch off panel on the voucher. This is done by pressing the numbers on the keypad of your phone.
- Wait 5 seconds or press **#** to continue.
- If you make a mistake, press **\*** and re-enter the 12 digit number .
- If the number you keyed is correct, the recharge system will confirm your new balance and the expiration date of your account.
- You may enter more vouchers at this point.
- Press **END CALL BUTTON** to finish the call. You must press **END CALL RED BUTTON** before you can make a call from the mobile phone.

Option Two:

- Gently scratch off the panel to reveal the concealed number on your top-up card.
- Enter \* # 1 4 2 \* followed by the 12 digit number on your voucher and ending with a #. E.g. \* # 1 4 2 \* 1 7 3 9 7 9 6 4 5 4 4 2 # then press the **CALL BUTTON** on your handset.

**You have 5 attempts to input the voucher number correctly. If you fail to input correctly on the 5th attempt your account will be locked. You must call 624 624, to unlock your account.**

**Having topped up your account you can make and receive calls.**

### **Low Credit Notification**

You will receive a pre-call announcement the first time you make a call after your balance goes below £2. When your balance goes below £1 the system sends a SMS text at call end.

When your account is out of credit you will only be able to call 1242, 154 and 999 numbers.

### **Keeping your account active**

You will need to make at least one chargeable event every 180 days to keep your account active. Each outgoing chargeable event, eg. Voice call or SMS text, moves the account expiry date forward 180 days from the date of the event.

If no outgoing call or SMS is made in 180 days your account will move into an **inactive** state. There will be no incoming or outgoing service in the inactive state other than to emergency, helpdesk or top-up numbers.

- You then have 90 days to reactivate your account with no loss of your original credit balance. You may reactivate by entering a top-up voucher (minimum £5).
- Alternatively if you wish to surrender your SIM card and SIM certificate you may redeem any remaining credit within this period.

If you don't do either of the above your account will be retired from the network after the 90 days and all credit will be lost.

## Making and receiving calls

Please refer to the user guide for your handset.

### Free Voicemail

Your mobile service can be provided with Voicemail (answering service) which can be activated upon request by calling mobile sales 01624 624 624. Deposited messages are not charged to you, unless you are roaming. To listen to your messages is free on the Isle of Man. Please see tariff guide for charges when roaming.

In order to receive calls to your Voicemail answering service (once activated), you must set up an appropriate divert command. Please see instructions below:

#### To divert all calls to Voicemail

- Activate: key in \* \* 2 1 \* 1 2 0 0 # CALL BUTTON
- Check if activated: key in \* # 2 1 # CALL BUTTON
- Cancel key: key in # # 2 1 # CALL BUTTON

#### To divert to Voicemail when busy

- Activate: key in \* \* 6 7 \* 1 2 0 0 # CALL BUTTON
- Check status: key in \* # 6 7 # CALL BUTTON
- Cancel divert: key in # # 6 7 # CALL BUTTON

### To divert unanswered calls to Voicemail

- Activate: key in \* \* 6 1 \* 1 2 0 0 # CALL BUTTON
- Check Status: key in \* # 6 1 # CALL BUTTON
- Cancel divert: key in # # 6 1 # CALL BUTTON

### To divert to Voicemail when your phone is out of coverage or switched off

- Activate: key in \* \* 6 2 \* 1 2 0 0 # CALL BUTTON
- Check status: key in \* # 6 2 # CALL BUTTON
- Cancel divert: key in # # 6 2 # CALL BUTTON

**You can also divert calls to a number of your choice. Follow the instructions above replacing 1200 with the telephone number you want your calls forwarded to. (Relevant charges will apply)**

### Retrieving your messages

- Dial 121 and listen to the instructions. You will be advised that you have a message waiting by a message alert SMS (please see Short Message Service on next page). Voicemail allows you to store, replay or delete the messages. From the first time you listen to the message it will be stored for no longer than 56 days.

## Short Message Service (SMS)/Texting

You can send and receive text messages on your phone. Messages are charged on a per message basis (see website for costs). Messages longer than 160 characters or containing graphics will be charged at a higher rate.

### Important

Manx Telecom cannot guarantee delivery of a SMS if the intended recipient's phone is switched off or out of radio coverage for an extended period of time. We also cannot guarantee delivery to other operators' networks. If 'confirmation of message sent' is shown in the handset, you will still be charged.

## Picture Messaging

You can send pictures to any Manx Telecom mobile, other networks or any email address. Phone specific settings are available on the Manx Telecom website [manxtelecom.com/ota](http://manxtelecom.com/ota) or you can call in to the Manx Telecom shop, in Douglas for assistance. You will be charged for every picture sent, regardless of successful delivery. Please see tariff sheet for charges, available from the Manx Telecom shop or online at [manxtelecom.com](http://manxtelecom.com)

## Mobile Internet

If you are using a GPRS, 3g or HSPA enabled handset or device you can browse the Internet and download mobile content. See our website on how to set up your phone or call into the Manx Telecom shop.

## Questions and Answers

### What does 'PUK' on the screen mean?

When you enter your PIN Code, you have 3 attempts to enter it correctly. If you get it wrong after 3 attempts, the card will block and 'Enter PUK' will appear on the screen. The PUK number is contained in your SIM card certificate, and this is the reason why you need to keep it in a safe place.

If you see "Enter PUK" on your screen, you must enter the PUK code into your phone. The phone will ask you to enter a new PIN code and you will then be requested to confirm the new PIN. You have a maximum of 10 attempts at the PUK code. This includes any previous attempts to enter the PIN code. After the maximum number of attempts (13) the SIM card will be blocked permanently and you will require a new SIM card.

### What if I need a new SIM card?

Your options are to buy a new SIM pack or, if you wish to retain your credit balance and your original mobile number, you will be required to provide your SIM certificate.

### How do I check my balance and account expiry date?

Option One

- Dial **1 2 4 3** from your mobile phone and press the **CALL BUTTON**. You will hear a message informing you of the balance left in your account and correct expiry date (only available on Island).

Option Two

- Key in **\* # 1 4 3 #** **CALL BUTTON** and the balance, account expiry date and number of free texts, mins and data available will be displayed on your screen.

## How do other people contact me?

If the caller is on the Isle of Man, they need only dial your six digit number.

If the caller is in the UK, they will need to include the Isle of Man mobile code, e.g. **0 7 2 6 4** XXXXXX.

From international destinations, they need to dial **+** followed by

**4 4 7 6 2 4** XXXXXX.

If the caller's handset does not have a **+** key, replace this with '00'.

## How much do calls cost?

Please see the tariff sheet available from Manx Telecom's shop or online at [manxtelecom.com](http://manxtelecom.com)

## I have lost my phone or my phone has been stolen. What do I do?

If you have lost your phone, or it has been stolen, we advise that you report the loss immediately to the Police. We strongly advise that you take out insurance to cover loss, theft or damage to the phone. We did not request your personal details when you purchased the phone, and therefore we are unable to place a call bar against your mobile number. We will be pleased to assist the Police with their enquiries. When a phone is lost or stolen, the mobile number is also lost and cannot be passed on to your new mobile phone. Any call credit that is still on your lost or stolen phone cannot be refunded or transferred. You will need your handset IMEI serial number to report the loss to the Police.

## **I want to change my phone to a Pay Monthly tariff. What do I do?**

For assistance, please call Mobile Sales on 624 624. Our staff will be able to advise you on the best tariff to suit you. You will be charged for your calls in arrears every month.

There is a credit check process and, if necessary, we may ask you for a deposit. This deposit is refundable after 12 months, if you have paid your bills on time.

## **Check the signal strength**

If you are in an area which has GSM service, the number of bars shown indicates the strength of the signal – the more bars, the stronger the signal.

If you are out of coverage, no bars will be shown and ‘No service’, ‘Network Search’ or ‘No Network’ will appear. Please move to a different area and you should be able to make a call.

## **Check your location**

Your phone uses radio waves, which travel in straight lines and could be blocked. You will generally get the best reception outdoors. If you are indoors, it is possible to improve the reception by moving closer to a window. Geographical or structural features may affect the signal strength. For example, the signal may be affected by hills or trees.

## **Check that the battery is properly charged**

There is an icon on the screen of your phone which indicates the battery status. If none of the above suggestions help, or ‘PUK’ does not appear on your screen, your phone or SIM card may be faulty. Please call 624 624, for assistance, or call into the Manx Telecom shop.

## Help

### Customer helpline numbers

Our Service Centre is available 24 hours a day by calling 624 624. You will be charged for this call. Our staff will be able to help you with your queries. They will not be able to exchange faulty phones.

## Roaming

### Can I use my mobile phone away from the Isle of Man?

Yes you can use your mobile off-Island. For the most up-to-date operators and countries please visit our website [manxtelecom.com](http://manxtelecom.com) – check the operator/country supports Pay As You Go roaming. Your phone should automatically attach to the foreign network, however, it may be necessary to manually select the network, refer to your handset user guide.

### How much will I be charged?

Your account will be decremented with call charges while roaming as you make and receive calls. Charging is determined by where you are calling from i.e zone and the number you call. Please remember whilst roaming you will be charged for inbound calls if you are outside of the UK. Please see current tariff sheet or visit [manxtelecom.com](http://manxtelecom.com) for current charges.

### How do I top-up while roaming?

Ideally top-up your credit before leaving the Isle of Man. However, if you do need to top-up there are two methods of topping up your account. You can visit [manxtelecom.com](http://manxtelecom.com) and top-up in the normal way anywhere you have internet access or you can recharge your account 24 hours a day, by dialling **1 5 4**. If you are using your Pay As You Go phone you do not need to use national or international dialling codes and the call will be free. However, if you are using any other phone call + 44 (0) 1624 600 154 and you will be charged for the call.

## How do I top-up my account with a voucher while roaming?

The interactive voice response method of top-up and account checking via 1242 and 1243 will not work while roaming. You will have to use the alternative method of top-up and account checking this will work in the same way as if you were on-island i.e.

To Top-up press \* # 1 4 2 \* (12 digit number) # **CALL BUTTON**

To Check balance \* # 1 4 3 # **CALL BUTTON**

## Using Voicemail while roaming

Voicemail is available free of charge. You can request it via Mobile Sales 624 624. Activation codes are the same as if on-Island (see page 8).

If you put on an unconditional divert (diverts all calls to your voicemail, so your mobile doesn't ring at all) there will be no charge to you for any deposited messages. Call charges will apply if conditional diverts are set up (busy, no reply and out of coverage) this is because the phone call is put through to the foreign operators network. You will be charged the normal incoming call rate (see tariff sheet). You can dial 121 to listen to your messages (the code 121 is recognised while roaming). You will be charged for listening to your messages. You can access your messages from any phone by dialling + 44 (0) 7624 466121.

Information accurate at time of going to press (October 2011).

Manx Telecom operates a policy of continuous improvement.

The company reserves the right to make amendments without notification.

Errors and omissions excepted.



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for further information call **624 624**  
or visit **[manxtelecom.com](http://manxtelecom.com)**

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