

ASDA
mobile

Quick start guide



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Simple quick start

1. Put your ASDA mobile SIM card in your phone
2. Charge your battery
3. Activate and make your first call (page 6)
4. Top-up your ASDA mobile (page 7)



Our Helpline is open 8am - 10pm 7 days a week, when an ASDA mobile colleague will be Happy to Help you. The automated service is available 24 hours a day.

Your ASDA mobile sim card

Bought an ASDA mobile handset?

- Insert your ASDA mobile SIM card into your phone – please follow the instructions that come with your handset on how to do this.
- Ensure your handset is fully charged.
- Switch on your mobile phone and it will connect to the ASDA mobile network.

Your ASDA mobile sim card

Bought an ASDA mobile sim pack?

- Remove your current SIM card from your existing handset and replace with the ASDA mobile SIM card.
- Switch on your mobile phone.
- If your mobile doesn't connect to the ASDA mobile network, your phone may be 'locked' to another network. Please contact your old network provider, telling them you're switching to ASDA mobile asking them to unlock your phone. Your old network may charge you to do this.

Know your numbers

It's always a good idea to make a note of your new mobile number.

Here's how to get it:

- Turn your mobile on – if you are asked for a PIN number the default is **0000** (*four zero's*).
- When ready, dial ***#100#**, or My Number under the Contacts menu in your mobile and press the call button. Your mobile number will now appear on screen.
- It's a good idea to make a note of it in the space below.

Activate and make your first call

- In order to start receiving incoming calls, you must make an outgoing call.
- We recommend that you first call a friend/family member and we've given you 25p FREE credit to enable you to do this.
- By calling the ASDA mobile helpline on **2732** from your handset, you will be able to register your phone with us. Registering will ensure that you can keep your existing mobile number in case it's ever lost or stolen. You will also be able to top-up from your mobile, by registering a debit/credit card.

Top-up

You can top-up your phone at ASDA, and at over 85,000 participating outlets where you see this logo or by calling our Helpline on **2732**.



1. Top-up cards & top-up vouchers

- Use your enclosed ASDA mobile top-up card to add credit at participating outlets.
- Handover your top-up card to the retailer and pay for your top-up, providing the card is linked to your ASDA mobile.
- Or, if you don't have your top-up card to hand, you can buy an ASDA mobile top-up voucher and add the credit by calling the ASDA mobile Helpline FREE on **2732**, selecting **option 1** then **option 2**. Top-up amounts are set out below:
£5 £10 £15 £20 £25 £30 £40 £50

Top-up

2. In ASDA

- Top-up at any check-out using your ASDA mobile top-up card, or by asking for a top-up voucher at the check-out.

3. Free automated Helpline

- Once you've registered your ASDA mobile, the easiest way to top-up is to use your debit/credit card.
- Call our Helpline FREE on **2732** from your mobile or select Top-up in your phone's contact list. The credit is added straight-away.
- You can check your credit balance anytime for FREE by dialling ***#1345#** from your mobile (*or CreditBalance under contacts list*) and pressing the call button.

Keep your existing number

If you've joined ASDA mobile from another network and you'd like to keep your old number, follow the instructions below, it's easy.

- Contact your old network provider and ask for your Port Authorisation Code (PAC). This code will be provided to you immediately and lets you transfer from one network to another.
- Then, call the ASDA mobile Helpline on **2732** or **0845 303 2732** from a landline and provide the ASDA mobile colleague with your PAC code and the number you wish to bring to ASDA mobile.
- The transfer will take no longer than 48 working hours. Any problems call the ASDA mobile helpline on **2732** from your phone.

Get help

ASDA mobile has a UK team of dedicated colleagues on stand-by to help should you have any questions or problems, or cannot find what you need to know in this quick-start guide.

You can call the ASDA mobile Helpline on **2732** from your mobile (*an easy way to remember this is it spells out ASDA on your mobile phone's keypad*), or call **0845 303 2732** from any landline phone. You can also find additional information on the ASDA mobile website at www.asdamobile.com

For full details of our current price plan, please go to www.asdamobile.com or call the ASDA mobile Helpline.

Helpline  2^A 7^S 3^D 2^A

Hints and tips

The next four pages provide you with some further information on how to get the most out of ASDA mobile.

ASDA mobile

- To ensure ASDA mobile customers get great coverage, we've teamed up with Vodafone as our network partner to offer you extensive 99% UK population coverage.
- ASDA mobile is available in over 190 countries worldwide.

Voicemail

- Never miss a call, by activating your voicemail service.
- Dial **121** from your ASDA mobile and follow the instructions.
- You can even personalise your greeting. Call **121**, listen to the main menu options and select personal greetings and follow the prompts to record your personal greeting.

Hints and tips

MMS / Internet & WAP

- You may need to set up your handset or SIM Pack to work with Picture Messaging (MMS) or the Internet (GPRS).
- To set up your handset either call us on **2732** from your mobile or go to www.asdamobile.com and click on the settings link and follow the manufacturer logos to get the right settings for you handset to use these services.

Register with us

- Registering your mobile phone with us is easy and will only take a couple of minutes.
- By registering, if your mobile is ever lost or stolen you will be able to keep your number and help us to stop others from using it.
- You will also be able to top-up from your mobile via your debit/credit card.

Hints and tips

Calling abroad

- Your ASDA mobile works in many countries around the World. These simple steps will ensure you can continue to use your phone when on your travels.
- Before you travel, check that your phone can be used in that country. Most countries will support all ASDA mobiles, but for some, such as the USA you need to have a special Tri-band or Quadband mobile. If unsure, visit www.asdamobile.com or speak to an ASDA mobile colleague on **2732**.
- Next, check that the country you are visiting allows ASDA mobile customers to direct dial when using their phone abroad. You can find out by visiting www.asdamobile.com in the 'ASDA mobile abroad' section.

Hints and tips

- Setup your voicemail security code to ensure you still get your voicemail message whilst travelling. Call **121** before travelling and select mail box settings, then mail box security from the main menu.
- Top-up before you go as calling from abroad is a little more expensive than calling from home. If topping-up from abroad ensure you've registered your debit/credit card by calling our Helpline on **2732** or **+44 870 452 2732** from abroad.
- Whilst away, most European countries supports direct dial, which means you only need to drop the first 0 of a number then add the international prefix which is +44 to call the UK.
- Finally, pack your charger and a plug adaptor!

Our full terms and conditions are printed on our website www.asdamobile.com

Helpline



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You can also visit www.asdamobile.com for further information.

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