



**UniTel Mobile**

**GSM & GPRS  
mobile service  
user guide**



# Table of contents

- > how to use
- > short message service (SMS)
- > to send a SMS message
- > to read a SMS message
- > voicemail
- > setting up your voicemail service
- > listening to, saving & deleting messages
- > voicemail shortcuts & hints
- > call forwarding
- > call waiting
- > call enquiry
- > conference call
- > calling number display
- > GPRS mobile service
- > wireless application protocol (WAP)
- > for WAP 2 handsets
- > internet
- > email
- > multimedia messaging service (MMS)
- > for WAP 2 handsets
- > sample handset configurations
- > to send a MMS message
- > to read a MMS message



## How to use

This manual explains some of the features available for the UniTel GSM & GPRS Mobile Services. Should you require any further assistance please contact your service provider's Customer Service Centre.



## Short message service (SMS)

Your mobile handset also lets you write messages with SMS\*. SMS is easy to use – simply follow the steps to the right. As most mobiles have different keys and menu items, you may need to refer to your phone's manual if you have any problems. Your manual will also let you know if your mobile has SMS capability.



## To send an SMS message

- > Scroll through your mobile's menu, select **Messages**, then **Write Messages**.
- > Type your message using your phone keypad.
- > Send the message by clicking **Options**, then **Send** and then enter the recipient's mobile number.
- > Confirmation that the message has been sent will appear on your phone screen. Please note that this format may vary from handset to handset.



## To read an SMS message

- > From your mobile's menu, press (envelope symbol) or select **Messages**, then **Inbox** or **Read Messages**.
- > Select the message and scroll past the call time and date.
- > To reply, use the menu options on your screen.
- > To go back to your usual display, press **End** or follow the menu options on your screen.

You may need to delete messages to have enough free memory to receive new messages. Usually the phone prompts you when your message Inbox is full.



## Voicemail

If you can't take a call, Voicemail can do it for you. Whether your phone is switched off, busy, your battery's flat or you're out of range, callers can hear your personalised greeting and leave a message†. To activate Voicemail, the first thing you need to do is set up your Voicemail Mailbox. As well as the following instructions, voice prompts will help you in using Voicemail when you call the service.



## Setting up your voicemail service

From your mobile handset press **[1][0][1] Send**. The first time you reach your Voicemail, voice prompts will guide you on how to set up your Mailbox. To change your settings at any time, dial **101** and from the Voicemail Main Menu, and press:

Number	Action	Notes
1	To record your personal greeting	Can be up to five minutes long and changed at any time.
2	To record your name	This is important as it lets callers know whose Voicemail service it is, especially when sending voice messages to each other.
3	To choose your PIN	Can be 4 – 6 digits long and changed at any time. This helps keep messages secure and allows you to access them from a phone other than your mobile.
4	To set up your AutoPlay status	You can choose to have your messages played one after the other as soon as you dial the Voicemail Main Menu.
8	Help	



## Listening to, saving & deleting messages

From your mobile handset press **[1][0][1] Send**. Messages will start playing automatically if AutoPlay is on. If you don't have Autoplay on, press **1** to listen to messages.

After you have listened to your messages:

Number	Action
1	Replay message
5	Delete message
6	Save message

Please note that to save time you can press these options whilst listening to the message. Once you have selected an option, Voicemail will move onto the next message.



## Voicemail shortcuts & hints

Moving around Voicemail:

Number	Action
9	Return to the main menu
*	Cancel action and go back one menu level
8	Help

When listening to your messages:

Number	Action
1	Go back to the start of the message
2	Go back 8 seconds
3	Go forward 8 seconds
6	Go to the next message

- > To listen to your messages from another phone: Dial your mobile number, listen to your personal greeting, press [#] and enter your PIN.
- > How to tell if you have a message: Your mobile will either beep and/or send a SMS message to your screen. If your phone can't receive SMS messages, your phone will ring and a recording will let you know you have a message.

Please note: To remove the SMS message/envelope from your screen after listening to your messages, select the **Message** option and follow the prompts. Your phone manual should include more details.

- > Storing messages: With Voicemail you can store 20 messages of up to five minutes in length at any one time. All new messages are automatically kept for seven days. Once played, messages are kept for 14 days unless you delete them.



# International Roaming

As our customer you can use your phone in many countries around the world. Our mobile service is available in over 100 countries across more than 200 networks.

## How to use International Roaming

Before you go overseas	Contact your service provider's Customer Service Centre to have International Roaming activated on your phone. We recommend you allow a minimum of 5 working days prior to departure to ensure activation upon arrival at your destination.
When you have arrived	When you arrive at your destination, turn on your mobile phone, wait 30 seconds to gain access to a network (as long as you are in the coverage area) and you are ready to go.
When you're already overseas	Contact your service provider's Customer Service Centre to have International Roaming activated on your phone.

For further information, please refer to the International Roaming document on your service provider's website.



# Call Forwarding

Call Forwarding lets you forward calls from your mobile phone to another number or message service\*.

## Call Forwarding options

Situation	Description	Code <sup>†</sup>
Rings, no answer	Forwards calls after 20 seconds of ringing.	[6][1]
Not reachable	Forwards calls when your phone is off and/or out of range.	[6][2]
Busy	Forwards calls when your phone is engaged.	[6][7]
All calls	Forwards all calls except SMS text messages.	[2][1]

To turn Call Forwarding on, press **[\*][\*]**, type the relevant code, press **[\*]**, dial the number where you want your calls to go (eg. your office or home number or Voicemail **[1][0][1]**), then press **[#]** **Send**. For example, if your office number is 03 7012 4567 and you wish to forward your calls when you are “not reachable”, you would dial **[\*][\*][6][2][\*][0][3][7][0][1][2][4][5][6][7]**.

To turn Call Forwarding off, press **[#][#]**, dial the code you want to turn off (see above) **[#]** **Send**.

To check Call Forwarding status, press **[\*][#]**, dial the code you’re checking (see above) **[#]** **Send**.

\*Charges apply for forwarded calls. Calls can be forwarded to most numbers in Australia.

<sup>†</sup>These codes are already programmed to forward calls to Voicemail. To change them, you need to program each code, one at a time.



# Call Waiting

Call Waiting will let you know when there is another call coming through when you are already on the phone. If you're waiting for an important call, you can put your first call on hold, take the second, then return to the first.

## How to use Call Waiting

Event	Action	Notes
You're on a call and hear the Call Waiting beeps	To take the call, press <b>[2] Send</b>	Your first caller is put on hold automatically while you take the other call.
	To switch between callers, press <b>[2] Send</b>	The second caller is put on hold automatically while you speak to the first caller.
	To hang up, press <b>[1] Send</b>	Ends the current call and returns you to the other caller.
To ignore Call Waiting	Just ignore the beeps or press <b>[0] Send</b>	If Call Forwarding is on, the call will go to that number or message service.
To turn Call Waiting on	Press <b>[*][4][3][#] Send</b>	
To turn Call Waiting off	Press <b>[#][4][3][#] Send</b>	
To check Call Waiting status	Press <b>[*][#][4][3][#] Send</b>	



# Call Enquiry

Call Enquiry lets you make another call when you're already on a call\*. It lets you check important information or speak to another person. Call Enquiry also allows you to swap between callers so you can keep everyone in the loop.

## How to use Call Enquiry

Event	Action	Notes
You're on a call and want to make a Call Enquiry	Press <b>[Area Code] [Number]</b> <b>Send</b>	Your first caller is put on hold automatically while you make the other call.
To switch between callers	Press <b>[2]</b> <b>Send</b>	The second caller is put on hold automatically while you speak to the first caller.
To hang up	Press <b>[1]</b> <b>Send</b>	Ends the current call and returns you to the caller on hold.
To turn Call Enquiry on	Press <b>[*][4][3][#]</b> <b>Send</b>	
To turn Call Enquiry off	Press <b>{#}[4][3][#]</b> <b>Send</b>	
To check Call Enquiry status	Press <b>[*][#][4][3][#]</b> <b>Send</b>	

\* Call charges apply.



# Conference Call

Conference Call allows you to have conversations with up to six people simultaneously using your mobile handset.

## How to use Conference Call

Event	Action	Notes
You're on a call and decide to make a Conference Call	To call another person dial <b>[Area Code] [Number] Send</b>	Your first caller is automatically put on hold while you speak to the second caller. You can't make a Call Enquiry to an international direct number, but your initial call can be.
	To join callers, press <b>[3] Send</b>	You can now speak with all callers at once.
To add up to four other people to your call	Repeat the above steps for each person <sup>†</sup>	
To end your Conference Call	Press <b>End</b>	

<sup>†</sup>Call charges apply.



# Calling Number Display

Calling Number Display lets you see the number of the person who's calling (unless the caller has blocked their number) so you can screen your calls. If it's important you can take the call, otherwise you can call them back later or let the call go to your message service.

## How to use Calling Number Display

Event	Action	Notes
To check if you receive incoming numbers	Press <b>[*][#][3][0][#] Send</b>	A message appears on your screen if your mobile has Calling Number Display on
To check if your number is being shown	Press <b>[*][#][3][1][#] Send</b>	A message appears on your screen if your mobile number is being sent to phones when you call
To stop your number being shown	Permanently: contact our Customer Service Centre On a call by call basis: press <b>[#][3][1][#] NUMBER</b>	If your mobile has a Calling Number Display menu option, you may be able to change your Line Blocking Status from Off to On
To ensure your number is shown	Permanently: contact our Customer Service Centre On a call by call basis: press <b>[*][3][1][#] NUMBER</b>	If your mobile has a Calling Number Display menu option, you may be able to change your Line Blocking Status from On to Off

## Business guidelines for Calling Number Display

We would like to encourage businesses that use the Calling Number Display service to do so in accordance with the voluntary Australian guidelines. These recommendations were established by the Australian Communications Authority Privacy Advisory Committee in January 1996. They recommend that if a business wishes to use a caller's number for a direct mail database, telemarketing, or to pass onto another organisation, the business must first obtain the caller's consent.



## GPRS Mobile Service

With GPRS you can enable WAP, WAP2, the Internet and MMS.



## Wireless Application Protocol (WAP)

Whether you use your mobile for business, pleasure or both, the latest information can be at your fingertips – when you need it, wherever you need it. Send and receive email, chat, browse the latest news, weather, cinema listings, sport results, stock quotes, flight timetables or do a site search – you name it, you can probably do it on your WAP mobile handset anywhere, anytime. It's easy. It's instant. It's all in the palm of your hand. Once you have made the decision that you want to start using WAP, a series of messages and settings will be sent to your phone\* to:

- > Notify you that the activation settings are about to be delivered.
- > Deliver the activation settings to your phone.

### Instructions

To open a WAP session, follow the configuration details to the right<sup>1</sup>. As most mobiles have different keys and menu items, you may need to refer to your phone's manual if you have any problems. Your manual will also let you know if your mobile has WAP capability.

Once activated, you can access WAP by scrolling through your mobile's menu and selecting the Internet or similar option. If you experience difficulty opening a WAP session, please contact your service provider's Customer Service Centre.

### Configuration details

Refer to your Handset Manual for instructions on how to access WAP settings. Once accessing the settings, the following values should be configured:

Configuration Title	WAP.gprs
Bearer	GPRS
Use proxy?	yes
Gateway IP address (proxy address)	10.1.1.150
Port	9203
Connection type	Connected
Security	On
APN	telstra.wap.mnc001.mcc505.gprs
Homepage	<a href="http://wap.mdata.net.au/home">http://wap.mdata.net.au/home</a>

### For WAP 2 handsets

The Gateway IP address (proxy address) and the port number are the only configurations that differ from the above.

Gateway IP address (proxy address)	10.1.1.181
Port	80

<sup>1</sup>Charges apply to the use of WAP.

\*Some handsets cannot receive these settings and may require manual set-up. Refer to configuration instructions.



# Internet

GPRS provides access to the Internet\* in one of two ways:

- > Via a built-in Internet browser on the device itself (note that this is device dependant as not all mobiles have built-in http browsers).
- > From a PDA or laptop device where the phone is connected to the PDA or laptop via Bluetooth, serial/USB cable or infrared.

This will allow the PDA or laptop computer to browse the Internet or access other IP based services via the mobile device. With Internet access over GPRS, you will be virtually always connected but only pay for the volume of data you use, rather than the time you connect.

## Instructions

Configuration tasks will vary between different mobile and mobile computing devices. Irrespective of the differences, there are some basic tasks and information that you will need to successfully configure Internet access as provided in the following sections.

## Configuration details

This section provides guides for setting up a computer with a GPRS handset or a GPRS PCMCIA card functioning as a modem to access the Internet. Some handsets have built-in browsers. Some of these built-in browsers are WAP based and this guide does not apply.

For the built-in http browsers, the information you will need is:

APN	mdata.net.au
Username	blank
Password	blank
IP address	dynamic <sup>1</sup>
DNS IP address	dynamic <sup>2</sup>
Default Homepage (HTML homepage)	http://“Service Provider’s own or preferred web page” (e.g. MSN.com)

Some handsets have provisions for storing bookmarks and may be pre-programmed with selected web pages. If you wish to change the default bookmarks, please refer to your handset user guide for instructions. Examples of sites that may be pre-programmed are:

Name	URL
White Pages Online	http://www.whitepages.com.au
Yellow Pages Online	http://www.yellowpages.com.au
Whereis Online	http://www.whereis.com.au
A specific handset manufacturer’s website	eg. http://www.nokia.com.au

\*Charges apply to the use of Internet.

<sup>1</sup> For handsets requiring this setting.

<sup>2</sup> For handsets requiring this setting.



For accessing the Internet with a PDA/laptop and a GPRS handset/card as a modem, it is required that you are familiar with setting up a modem and a Dial-up Client on the particular PDA/laptop that you use. You must also be able to install the relevant drivers and software for your handset/card onto your PDA/laptop. Please refer to the manufacturer's manual for details on how to perform these tasks. As a guide, the modem will be set up in a normal way with most parameters accepted as default. When you dial-in, you will be asked to enter a username and password. Leave all fields blank. You will require, however, the following information:

---

Dial number	*99***3#
Modem initialisation string*	at+cgdcont=3, "ip", "mdata.net.au"

---

## email

With GPRS you can potentially have access to your email anywhere and anytime provided you have network coverage using your email capable mobile device (check Handset/Device manual for support). If your mobile device does not support email, you will require a PDA/computer for GPRS access to email.

Configuration will vary from device to device. The following sections will provide you with the information necessary to configure this service.

To be able to use email, you need to have an email account provided by your service provider†.

There are three ways to access email via a mobile device, and this will vary between device types:

- > The handset supports SMTP & POP3 email clients.
- > The handset has a built-in web browser with supports for Webmail (IMAP).
- > Access email using your PDA/laptop and the GPRS handset/card functioning as a modem.

In any case, please consult the manufacturer's manual for capability and configuration details.

Typically, you will need to know the following information, which your email provider can provide:

- > Account Name (Alias).
- > Incoming server address (POP or IMAP).
- > Outgoing server address (SMTP).

†Charges apply to the use of email.  
\*This string will be sent to the GPRS handset/card so that it will correctly dial into the Telstra Internet Access service.



# Multimedia Messaging Service (MMS)

MMS enables you to send multimedia messages such as pictures, sounds and large amounts of text to other compatible MMS handsets.

## MMS configuration

Refer to your Handset Manual for instructions on how to access MMS settings. Once accessing the settings, the following values should be configured:

Configuration Title	MMS
Bearer	GPRS
Use proxy?	yes
Gateway IP address (proxy address)	10.1.1.155
Port	9201
Connection type	Connected
Security	Off
APN	telstra.mms.mnc001.mcc505.gprs
Homepage	http://mmsc.telstra.com:8002

## For WAP 2 handsets

The Gateway IP address (proxy address) and the port number are the only configurations that differ from the above.

Gateway IP address (proxy address)	10.1.1.180
Port	80

## Sample handset configurations

Sample handset user guides can be found on our website.

To send an MMS message follow the steps below. As most mobiles have different keys and menu items, you may need to refer to your phone's manual if you have any problems. Your manual will also let you know if your mobile is MMS capable.

To send a MMS message:

- > Scroll through your phone's menu options until you get to **Messages**.
- > Find the option that allows you to create a new message. Most handsets will allow you to select the message type (SMS, email or MMS). Select the **MMS (Multimedia)** option\*.
- > Choose from a range of templates (not available to all handset types), or create a new message. At this stage you can add pictures, sound or animation. You may be given the option to preview a message before it is sent.
- > Once you are happy with the format of your MMS, enter the destination MSN or email address, and select **Send**.

To read an MMS message:

- > Scroll through your phone's menu options until you locate the **Inbox**. (Sometimes labeled **New Messages**)
- > Scroll down to the message you wish to view.
- > Select **view** (or preview).

You may need to delete messages to have enough free memory to receive new messages. Your phone may prompt you to do this after you read a message.