

UniTel Mobile

Porting & Activation



SIM card memory

You will be issued with a new SIM card. It is important to note that you will lose your current SIM card memory once the port and/or activation has been processed. Therefore you will need to ensure that the stored phone numbers on your old SIM are recorded. Most current mobile phones have the capacity to copy the SIM card memory to the mobile phone memory. This will allow you to then copy the memory back to your new SIM once it is connected. This function is usually located in the "Phone Book" menu item of your mobile phone.



You will lose all current network services

- > Voicemail.
 - Access number will be 101.
 - You will need to record a new greeting.
 - Any current stored messages will be lost.
- > Diversions.
 - Any current diversions will be lost.
 - Your service will receive a default diversion to message bank.
- > SMS.
 - You will still be able to send and receive SMS.
 - You will lose all saved SMS messages.



Porting & activation process

- > Ensure you have received your new SIM card and Welcome Pack.
- > Your service provider will liaise with you or your organisation to port your number (if required) and activate your service*.



Post porting & activation

- > SIM card.
 - Scratch off the label on your SIM card to reveal your default PIN number.
 - Place SIM card in mobile phone and switch mobile phone back on.
- > Change your PIN.
 - To change your PIN, you will need to enter the following:
**04*oldPIN*newPIN*newPIN#
 - Your new PIN number must be 4 digits long.
- > Set-up your Voicemail.
 - Remember your new voice mailbox number is "101". You will need to create a new greeting.
 - You will be set up automatically with a diversion to your voicemail if:
 - 1 a call is not answered within 15 seconds.
 - 2 your mobile phone is busy.
 - 3 your mobile phone is switched off or out of coverage.
 - A user guide for voicemail can be found in your Welcome Pack or on your service provider's website.