

mobile - voicemail & other features

Your MATE mobile service has a number of features you can access by dialling specific codes on your mobile handset keypad. Below are a few of the most common features.

checking mobile data usage

To check your mobile data usage:

Text **'Bal'** to **179**

accessing your voicemail

MATE mobile voicemail can be accessed by dialling **101** from your mobile handset. You can't access your MATE voicemail from another mobile handset.

When you first dial voicemail, you'll be prompted to do the following:

- Supply a PIN (must be six digits long)
- Re-enter your PIN
- Record a voicemail greeting

If you have any problems, press ***** to return to the previous menu then press **0** for help.

When recording your personal greeting message, this can't be any longer than 1 minute in length.

turning off/disabling voicemail

If you wish to disable voicemail completely, dial **##002#** on your mobile handset, then press **SEND/CALL**.

extending your ringtone

To extend the time your phone rings before diverting to voicemail, you will need to dial the following sequence on your mobile handset:

Dial **61*10130# then press SEND/CALL**

diversion of incoming calls (call forwarding)

You can choose a number of ways to divert any incoming calls to your MATE mobile service.

DIVERT ALL CALLS

Dial ****21***Enter the phone number you want to divert to, including the area code, then type in ***10#** and press **SEND/CALL**

Example:

****21*0421123456*10#** then press **SEND/CALL**

DIVERT MISSED CALLS

Dial ****61***Enter the phone number you want to divert to, including the area code, then type in ***10#** and press SEND/CALL

Example:

****61*0421123456*10#** then press SEND/CALL

DIVERT IF UNAVAILABLE

Dial ****62***Enter the phone number you want to divert to, including the area code, then type in ***10#** and press SEND/CALL

Example:

****62*0421123456*10#** then press SEND/CALL

DIVERT IF BUSY

Dial ****67***Enter the phone number you want to divert to, including the area code, then type in ***10#** and press SEND/CALL

Example:

****67*0421123456*10#** then press SEND/CALL

check if diversion (call forwarding) is set or disabled

Conditional and Unconditional call forwarding settings can be checked by dialling the appropriate network codes from your mobile handset.

***#<code>#**

Where <code> is:

- 21 for "All calls" (Unconditional)
- 61 for "No answer" (Conditional)
- 62 for "Unreachable", ie "out of coverage" (Conditional)
- 67 for "Busy" (Conditional)

turn off all diversions (call forwarding)

Dial **#002#** on your mobile handset and then press SEND/CALL

turn off all conditional diversions (call forwarding)

Dial **#004#** on your mobile handset and then press SEND/CALL