

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, you will need to dial the following sequence on your mobile handset:

***159# and then press SEND/CALL**

You will need to ensure your phone is on 3G/4G mobile data and not Wi-Fi when checking this.

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