

Getting started

Installing the SIM card

Instructions on how to install your SIM card can be found in your mobile phone user guide.

Switching on your mobile

Once the battery is charged and the SIM card has been installed, switch your mobile phone on by pressing the power key. Once SIM card is installed you will see 'TalkTalk' on your phone's screen.

PIN code

PIN (Personal Identification Number) codes protect you against unauthorized use of your mobile phone (PIN 1) or are used to switch individual functions on or off (PIN 2). When you switch the mobile phone on, a message on the display prompts you to enter your PIN code (PIN 1). This personal identification number was supplied with your SIM card. Once this four-digit code has been entered correctly, the mobile phone logs onto the mobile network. Instructions on how to change PIN and PUK codes can be found in your mobile phone user guide.

Note

If you enter your PIN code incorrectly three times, your mobile phone is locked. You can unlock it again using your PUK code. If you enter your PUK code incorrectly seven times, your SIM card is locked permanently.

Important

Please keep your PIN and PUK codes in a safe place and separately from your mobile phone. We recommend you change your PIN code immediately and do not divulge it to third parties.

Making mobile calls

Within Switzerland

To make calls in Switzerland, dial: Area code + telephone number + press Call key

Example

Call to a fixed line number: 0411234567: to a mobile network: 0761234567

Important

Calls to 0900 numbers are barred. Calls to 0800 numbers are subject to a network usage fee.

Abroad

To make calls to foreign networks from Switzerland, dial: Country code + area code without 0 prefix + telephone number + press Call key

Example

Call to the UK: 00442012345678 or +442012345678

To make calls to Switzerland from abroad dial: Country code + area code without 0 prefix + telephone number + press Call key. Example : Call to Switzerland: 0041761234567 or +41761234567.

Note Your display always shows which network you are in.

If you receive calls on your mobile phone when abroad, you pay the price from the Swiss border to the country you are in. The list of international charges can be found at www.phoneworld.com/swiss/roaming.html

Other services

Voice Mail (Talk-box)

The Talk-box is your personal virtual answering machine. Whenever your mobile phone is switched off, if you are already engaged or cannot take a call, incoming calls are diverted directly to your Talk-box, where the caller can leave you a voice message. When you call your Talk-box for the first time, you are guided through a menu that helps you to record a personal outgoing message and define your four-digit Talk-box password. This password is required so that you can check your Talk-box when abroad or from another telephone, and prevents unauthorized access to your Talk-box.

The outgoing message reassures callers that they have reached the right number. You can change your outgoing message and Talk-box password at any time by calling the Talk-box and following the instructions under the relevant Talk-box option.

Example

"Hello. You have reached John Smith's answering machine. Please leave me a message so that I can call you back"

Note

Up to 15 messages can be stored on your Talk-box. Messages are stored for eight days. Calls to your Talk-box are charged at the normal rate.

Checking your Talk-box within Switzerland

To check your personal Talk-box within Switzerland, dial 086 + your mobile prefix + your seven digit telephone number (Example: 0860761234567). If you do not call your Talk-box from your mobile phone, you are prompted to enter your four-digit Talk-box password. Your messages are then played back to you immediately.

Checking your Talk-box while abroad

To check your personal Talk-box when abroad, dial +4186 + your mobile prefix + your seven-digit telephone number (Example: +41860761234567). Depending on the country and network you are in, you then gain direct access to your Talk-box or hear your personal outgoing message. In the latter case, you must enter * Talk-box password # to listen to your messages.

We recommend saving your Talk-box number on your mobile phone including the Swiss country code (Example: +41860761234567). This will enable you to call your Talk-box as normal even when you're abroad.

Note

Make sure you know your four-digit Talk-box password before travelling abroad.

Conference calls

You can talk to up to five people at once. This saves time and money because you no longer have to make calls separately. Instructions on how to make conference calls can be found in your mobile phone user guide.

Calling line ID restriction (CLIR)

This service enables you to withhold your own mobile telephone number when calling. When you make calls using CLIR, your mobile telephone number does not appear on the recipient's display. To withhold your number dial #31# before the telephone number you want to call. Instructions on activating permanent calling line 10 restriction can be found in your mobile phone user guide.

SMS

SMS enables you to send text messages to other mobile phone users. SMS technology can be used on all types of mobile phone. Instructions on sending and receiving SMS messages can be found in your mobile phone user guide.

MMS

MMS enables you to send and receive images, text and sounds from one MMS-compatible mobile phone to another, or from an MMS-compatible mobile phone to an e-mail address. To activate the MMS function, please call our customer service number 0800 300 250. Instructions on sending and receiving MMS messages can be found in your mobile phone user guide.

Call waiting/hold

This service enables you to either make or receive a second call while you are already making a call—all without having to hang up first. If someone calls you while you are on the phone, an acoustic signal alerts you to the incoming call. This signal notifies you that a second caller is waiting. You can then put the first caller on hold and answer the second call. In addition, you can put any call on hold in order to call someone else, and then switch between the different calls at will. This function ensures you'll never miss an important call. Instructions on using and activating the call waiting function can be found in your mobile phone user guide.

PhoneWorld/TalkTalk Live!

Your mobile Internet

PhoneWorld/TalkTalk live enables you to use your mobile phone at any time to browse the Internet, call up brief information or news, download MP3 music or cool ringtones onto your mobile phone, and lots of other fun things. There's so much to choose from!

Requirements

Your mobile must be EDGE-or UMT-compatible to be able to use PhoneWorld/TalkTalk live! It must also be configured for PhoneWorld/TalkTalk live! To configure your mobile phone correctly, call our customer service on freephone 0800 300 250.

General tips

Blocking the SIM card

If your mobile telephone is stolen or lost, please call our hotline as soon as possible on freephone 0800 300 250 (from abroad, call premium-rate number +41415606902) to have your SIM card blocked. This prevents unauthorized use of your SIM card.

Road safety

For safety reasons, please avoid using your mobile phone while driving or cycling, and use a hands-free facility in your car.

Switching your mobile phone off

Never use your mobile telephone in hospitals, airplanes or other locations where the device could interfere with highly sensitive and often life-saving equipment. If in doubt, switch it off. YourTalk-box will accept all incoming calls.

Saving telephone numbers

When saving telephone numbers on your SIM card, enter the complete number including the country code. This enables you to make calls at home and abroad without delay. Instructions on how to save telephone numbers can be found in your mobile phone user guide.

Important telephone numbers and addresses

Address

PhoneWorld Mobile
c/o The Phone House AG
P.O. Box 4505
CH-6304 Zug

Hotline

0800 300 250 (Mon-Fri 8 am-7 pm.)

Fax

0800 300 151

Homepage

www.phoneworld.com/swiss/gsm.shtml

E-mail

mobile@phoneworld.com

Mailbox number

076 333 33 33

Voicemail number

086 + mobile telephone prefix + telephone number
(Example 0860761234567 or 4186071234567)

Swiss Emergency numbers

112 (Emergency services) 117 (Police)

118 (Fire service)

144 (Ambulance)