



TransACT mobile user guide



TransACT
Everytime.

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Welcome to TransACT mobile

Thank you for selecting TransACT's mobile service. Please take a few minutes to read through this guide to familiarise yourself with all the features of TransACT mobile and how you can set up your service to best meet your needs. Be sure to place this guide in a safe place for future reference.


Getting started

Before you activate your TransACT mobile SIM card please refer to the Transferring data section on page 3 for information on how to save your contacts and existing voicemails.

The phone call to begin the activation process should take approximately 10 to 15 minutes.

To start using your TransACT mobile, just follow these easy steps.

- 1 Call TransACT on 13 30 61 to activate your SIM card. Be sure to have your SIM card handy. You can activate your SIM card from Monday to Friday between 8.00am and 5.30pm.
- 2 The team will ask for:
 - your full name and address
 - answers to a range of security questions to confirm your identity
 - your current mobile number
 - the last four digits of your SIM card number, located on the front of your blue TransACT mobile SIM
 - an alternative contact number.
- 3 Your TransACT representative will confirm they have



started the process of transferring or “porting” your mobile phone number.

- 4 When your current SIM card is no longer active, insert your blue TransACT mobile SIM card into your mobile phone. You may need to switch your phone off and on for the activation to be successful. If you’re bringing your number across from another service provider, it may take several hours before your TransACT mobile service becomes active.

Please note: If your phone is locked to another service provider, which is often the case if you bought your handset as part of a prepaid package, you’ll have to contact them to unlock your phone before you can begin using TransACT mobile. Your previous service provider may charge you to do this.

Your TransACT mobile SIM card

Your TransACT mobile SIM card connects you to the TransACT network and all the services it provides. Your SIM card is very sensitive and you need to handle it with care to avoid damage.

Transferring data

If you’re moving to TransACT mobile from another service provider you might want to keep some of your stored data, such as your phone book. Please check your mobile phone instructions on how to transfer or retain data when changing SIM cards.

Security

The Personal Identification Number or PIN for your SIM card is used to protect against unauthorised use.

Your PIN will be set as 0000 when your service is



activated. To change your PIN and to make sure your SIM card is secure please refer to your mobile phone instructions.

Make sure your PIN is easy to remember but hard for others to guess. And keep it in a safe place but not with your mobile phone.

Unblocking your SIM card

Once your SIM card's PIN has been activated, if you enter the incorrect PIN three times the SIM card will be blocked. The SIM card will not work until it has been unblocked.

To unblock your SIM card call TransACT on 13 30 61 from another phone. After you confirm your identification details, the operator will tell you how to unblock your SIM card using your mobile phone's personal unblocking key (PUK).

Please enter your PUK carefully. If the PUK is entered incorrectly ten times, the SIM card will be permanently blocked and you will need to purchase a replacement SIM card. You will still have the same phone number if you get a replacement SIM card.



Doing more with your TransACT mobile

With TransACT mobile you can do more than make voice calls. Your TransACT mobile SIM lets you access additional services that make your life easier and help you keep in touch with family and friends.

GPRS

General package radio service (GPRS) is technology that allows you to send data over a mobile phone network. You only pay for the data you download or send.

To use GPRS you will need:

- a GPRS-compatible mobile phone
- the GPRS service enabled on your SIM card through TransACT mobile.

For more information and GPRS usage rates visit transact.com.au

WAP

Wireless application protocol (WAP) uses GPRS technology to let you access the internet via your mobile phone. WAP enabled web pages are specifically written for viewing from mobile phones. You can use WAP to browse sites, check movie times, or even find a business or service.

To use WAP you will need:

- a WAP-and GPRS-compatible mobile phone
- the GPRS service enabled on your SIM card through TransACT mobile
- the WAP setting activated on your mobile phone through TransACT mobile.

For more information and WAP usage rates please visit transact.com.au

Get your message across – text messages

You can stay in touch by sending text messages of up to 160 characters via your mobile – it's great if you haven't got time to call but need to get a message to someone. If you have your mobile switched off or you are out of range your messages will come through when you turn your mobile on or come back into range.

Capture the moment – MMS

Would you like to show your friends and family what you are up to? The multimedia messaging service (MMS) allows you to send images, audio, video and text to other MMS-enabled mobile phones. It's like a text message with a picture, video or sound to go with it.

To access MMS you need to have GPRS set up on your mobile and your handset must be MMS-compatible.

For more information visit transact.com.au or call the TransACT Technical Support team on 13 30 61.

Never miss a call again – voicemail

Voicemail takes messages if you can't answer your phone, your phone is switched off or you are on another call – it's like an answering machine on your mobile. Callers are diverted to your voice mailbox where they can leave a message.

The voicemail service can store up to 20 messages of up to five minutes per message. Once you have listened to your messages they will automatically be saved for seven days unless you delete them. If you haven't played the message it will be deleted automatically after seven days. To access your voicemail dial 121.

Please visit our website at transact.com.au for voicemail retrieval and deposit charges.



Setting up your voicemail security code

Before you can use the voicemail service you must dial 121 to register your name and a voicemail security code of 4 to 10 numbers. The security code cannot be consecutive numbers or double numbers, for example 1234 or 2445. This security code enables you to access your voicemail account and check your messages from a phone other than your own mobile.

Voicemail personal greeting

When callers reach your voicemail they will hear a greeting before they leave a message. You have the option to record your own greeting or to choose a pre-recorded novelty greeting. To set up your greeting, dial 121 and follow the prompts.

If you are going away or will be unavailable for an extended period, you can record a new greeting to be played for a designated amount of time. You can also choose to close your mailbox so that no messages can be left. Dial 121 and follow the prompts.

Voicemail message alerts

When someone has left a voicemail message on your mobile you will be sent a text message to let you know.

You can also choose to have your voice mailbox call you to automatically play your voicemail messages back to you. You can set the delivery options yourself with the following short dial codes.

- 1218 for text message alert
- 1219 for ring alert

Please note: ring alert cannot be used during international roaming.

Accessing your voicemail from another phone

To access your voicemail box from a phone other than your own mobile call 0414 121 121 and follow the prompts to access your messages. You will need to enter your voicemail security code.

Managing your voicemail diverts

You have several options on how your voice mailbox can manage your calls for you. You can also choose to remove all diverts to your voice mailbox.

The following short dial codes can help you change your preferences.

- 1212 – divert all calls to voicemail without ringing
- 1213 – to remove this divert
- 1211 – divert calls if you are busy, do not answer or are out of range
- 1210 – to remove this divert

Wake-up and reminder calls

You can use your voicemail service to schedule a wake-up or reminder call. Dial 121 and follow the prompts.

Messages straight to voicemail

Don't feel like talking? To send a voice message straight to somebody's mailbox simply dial 121 in front of the mobile number you are calling.

Using your voicemail overseas

You can still access your voicemail messages when you are travelling overseas. Dial +61414 121 121. Please note you will be charged the cost of an international roaming call to Australia.

Creating a diversion – call divert

Too busy to answer the phone but need someone to take the call? Call divert allows you to have calls forwarded to another number of your choice with no hassle.



Divert codes

You may set up to four different call diverts with the following short dial codes.

- 21 – all calls diverted
- 61 – calls diverted if you do not answer
- 62 – calls diverted if you do not answer, you are out of range or your phone is switched off
- 67 – calls diverted if your phone is engaged

You can even choose the type of calls you divert, for example voice, fax or data with the following short dial codes.

Call type codes

- 10 – all call types
- 11 – voice calls
- 13 – fax calls
- 20 – data calls

Activate divert

****divert code*(area code)(phone number)#**
[call] OR

****divert code*(area code)(phone number)*call type**
code# [call]

Deactivate divert

##divert code# [call] OR

##divert codecall type code# [call]**

Check diversions

***#divert code# [call]** OR

***#divert code**call type code# [call]**

Adjusting the no answer divert

The default time delay before diversion on the no answer divert is 15 seconds. To change this use the following commands:

****61*(area code)(phone number)**ring time – enter**
a number between 5 and 30 for time delay in seconds
[call]

Identify yourself – caller ID

As a default setting, your mobile phone number will be displayed when you call another phone. You can change the settings for caller ID using the following short dial codes.

- 1571 – activation or deactivation
- 1831 – deactivation of individual calls
- 1832 – activation of individual calls

Roam if you want to – international roaming

Stay in touch no matter where you are. International roaming allows you to use your mobile phone when you are overseas across 90 countries and 200 networks.

To activate international roaming on your TransACT mobile service please call the Customer Care team on 13 30 61. Activation may be subject to credit terms and may take up to five business days.

For more information on which countries and networks are available, please visit transact.com.au

On your own terms – call barring

Call barring allows you to prevent certain calls being made from or to your mobile phone. You can also choose to bar international calls or calls while you are overseas, except those being made to Australia.

To use the call barring service you need the TransACT mobile default call barring passcode of 0000.

Call barring codes

33 - bars all outgoing calls

331 - bars all outgoing international calls

332 - bars all outgoing calls – except to Australia while using international roaming

35 - bars all incoming calls

351 - bars all incoming calls while you are using international roaming

Change call barring passcode

**03*330*old passcode*new passcode*new passcode# [\[call\]](#)

Activate call barring

*call barring code*call barring passcode# [\[call\]](#)

Deactivate call barring

#call barring code*barring passcode# [\[call\]](#)

Deactivate all call barring

#330*call barring passcode# [\[call\]](#)

Check call barring

*#call barring code# [\[call\]](#)





Juggling your calls – call waiting

Call waiting is a default function automatically set up on your TransACT mobile service. Call waiting lets you juggle two phone calls at the same time. Call waiting will tell you, with a special tone, when another caller is trying to call you while you are already on the phone. You can then place your first caller on hold while you answer the second call.

Activating call waiting

*43# [\[call\]](#)

Deactivating call waiting

#43# [\[call\]](#)

Check status of call waiting

*#43# [\[call\]](#)

Using call waiting

To put the current call on hold press 2 [\[call\]](#)

To switch between the two calls press 2 [\[call\]](#)

To end the current call press 1 [\[call\]](#)

To end the call on hold press 1 [\[call\]](#)

To end both calls together press [\[call\]](#)

Emergency calls

If you have an emergency you can call 000 using your TransACT mobile service while you are in Australia. If you are overseas, or even if you do not have a SIM card in your mobile, you can dial 112 and you will be connected to your local emergency service.

Charges

By using your TransACT mobile SIM to access the TransACT network and make calls, send messages or access other applications you will incur costs. Charges will apply for inactive accounts and late payment of accounts.

Please visit transact.com.au for more information.

Premium services

Premium services consist of content or live advice services that can be accessed by making a phone call, by SMS or via GPRS/WAP. This may include services like chat lines, competition entries, high school results hotlines or buying ring tones and wallpapers.

To avoid an unexpected high account, TransACT recommends that you fully understand the charges associated with a premium service before you commence using it. Anyone advertising a premium service must advertise the rate at which you will be charged. Also make sure you keep track of how many times you use the premium service and for how long.

Account payment

TransACT offers a range of simple payment choices, including online options, for payment of your monthly TransACT mobile account.

If you're an existing TransACT customer your TransACT mobile charges will appear on your existing account.

Paying your account online

epayplus

epayplus is TransACT's online account management service, designed to enable customers to pay and file their accounts online to save time and help the environment. Visit transact.com.au and click on the epayplus logo.

One-off payments

If you wish to make a single payment quickly via the internet, but prefer not to manage your account online, use the epayplus one-off payment option.

Direct debit

Direct debit is the easy way to pay your account from your savings or cheque account or from your credit card. TransACT also offers a \$2 discount on your monthly account when you pay by direct debit.

To arrange direct debit from your financial institution, complete and send us the direct debit form or call us on 13 30 61.

Australia Post - post Billpay

Pay with cash (minimum \$5), cheque or credit card (American Express and Diners Club cards excluded) at any Australia Post.

BPAY

Contact your participating financial institution to make a payment directly from your cheque, savings or credit card account.

Over the phone

Please call 1300 130 990 with your credit card details and invoice reference code.

In person

You can pay your TransACT mobile account at our stores.

Homeconnect

182-200 City Walk, Civic

Monday to Friday 9.00am to 5.00pm

Saturday 9.00am to 2.00pm

Homeconnect

Shop 72, Westfield Woden

Monday to Thursday 9.00am to 5.30pm

Friday 9.00am to 9.00pm

Saturday 9.00am to 5.00pm

Sunday 10.00am to 4.00pm

360° living

Shop 15/33 Hibberson St

The Marketplace, Gungahlin

Monday to Thursday 9.00am to 5.00pm

Friday 9.00am to 8.00pm

Saturday 9.00am to 5.00pm

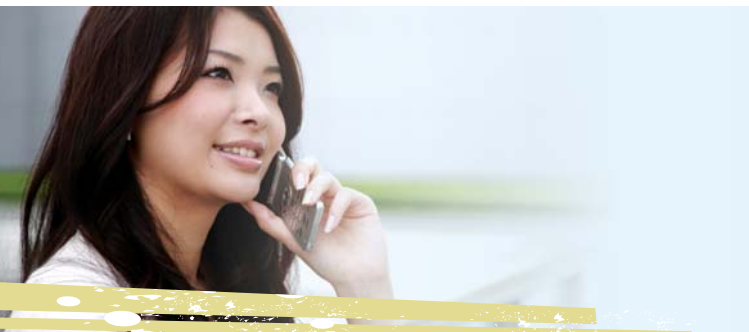
Sunday 10.00am to 4.00pm

Mail

Detach the appropriate section of your account and post with your payment details to Locked Bag W145, Sydney NSW 1291.

Late account payment

Late account payment could lead to disconnection of your TransACT mobile service and a charge to your account. If you think you may be late paying your account please call us on 13 30 61 before your account is due.



TransACT Customer Care

Have a question about your TransACT mobile phone service? Please call us on 13 30 61.

Operating hours

SIM card activations

Monday to Friday 8.00am to 5.30pm

Account enquiries

Monday to Friday 8.00am to 6.00pm

Technical support

Monday to Friday 8.00am to 9.00pm

Weekends and public holidays 11.00am to 7.00pm

Urgent deactivations for lost or stolen SIM cards -
24 hours

Sales and new services

Monday to Friday 8.00am to 8.00pm

Saturday 9.00am to 3.00pm

Terms and conditions

For full terms and conditions please refer to your TransACT mobile welcome pack, visit transact.com.au or call us on 13 30 61.

13 30 61 | transact.com.au



TransACT Capital Communications Pty Ltd ABN 23 093 966 888.

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