

CALL

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PRIVATE 1
prepaid

User guide



www.vivamobile.eu



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01.

Welcome to the **Viva mobile** phone

Welcome to Viva mobile, a new mobile telephone operator which is here to satisfy your needs and make your life easier and more comfortable. A new operator that speaks your language and worries about those things that are really important to you.

Viva mobile offers you simple and inexpensive rates so that you can talk whenever you want with your friends and family, whether they are in Spain or in your home country.

Viva mobile is a company committed to transparency and honesty in its dealings with its clients.

Our objective is to maintain a close relationship with our clients and as such we give you the opportunity to send suggestions to us about issues that interest you. Viva mobile works for you.

If you have any doubts you can call us on the free customer services number 222.

02.

Calls from the Viva mobile card

How to you make the first call?

1. Carefully read the instructions of your mobile phone.
2. Insert the SIM card into your mobile phone.
3. In the envelope containing your SIM card you will find the PIN and PUK codes. The PIN is the personal number which you have to enter in order to access the service and the PUK is the number to unblock the service.
4. To activate the card call 232.

Warning:

If you enter the wrong PIN code 3 times in a row the SIM card will block for security reasons. In order to unblock you have to enter the PUK and dial:

****05*PUK*newPIN*newPIN#☎**

If you enter the PUK code incorrectly 10 times the card will block and can not be used again.

4. If you wish to change the number of your PIN, you can do so by following the instructions on the menu of your mobile phone or by dialling:

****04*oldPIN*newPIN*newPIN#☎**

03.

Viva mobile card services

We provide you with a series of codes in order to activate and deactivate the services of the Viva mobile phone card. These codes can be used in all mobile phones. However, consult the instruction manual for your mobile phone because these services can also be accessed via the menu on your mobile phone.

Call identification

This service allows you to see on the screen of your mobile phone the number of the person who is calling you and when you call your number will appear on the screen of other mobile phones. This service is available from the beginning

Hide number

If you do not want your number to be sent in a specific call, enter the following:

#31#number①

Remember that this operation must be repeated every time you do not want your number to be sent with the call.

Diverting calls

Using this service you can divert the calls that you receive to your mobile phone to another national number (landline or mobile) or to your voicemail. You can not divert to special numbers – emergency numbers, free numbers, special rate numbers or international numbers.

You can activate and deactivate the diverting whenever you want and completely free of charge. Take into account that you assume the cost of the call from your mobile phone to the telephone number to which you have diverted, at the rate selected at each time.

Below we present the different call diverting options do with their corresponding activation codes:

General functions:

- **Activate:**
****divert code*number#☎**
- **Deactivate:**
##divert code#☎
- **Service verification:**
***#divert code#☎**

Types of divert:

- **Divert all calls:**
Allows you to divert all of the calls received on your mobile phone to the telephone number chosen by you. **Divert code: 21**
- **Divert if engaged:**
If they call you when you are on the phone, this call will be diverted to the destination chosen by you. **Divert code: 67**
- **Divert if you do not pick up:**
If you do not pick up the phone when called in an interval of between 5 and 35 seconds, the call will be diverted to the destination chosen by you. **Activation code: 61**
In order to set the time waiting time which determines when the service is activated dial the following on your mobile phone:
****61 number**time#☎**
- **Divert when mobile phone turned off or when no network coverage:**
When your mobile phone is turned off or when there is no network coverage you can divert the calls to the destination chosen by you. **Divert code: 62**
- **Cancel all call divers:**
In order to cancel all of the divers that you have entered, dial the following: ##002#☎

Free voicemail

Viva mobile offers the voicemail service free of charge and without having to activate it, by calling 242. This service allows you to access all voice messages left on your mobile phone when it is engaged, switched off, no network coverage, or simply when you do not want to answer a call. The voicemail can be activated and deactivated whenever you want.

To listen to the messages:

When you have messages in your voicemail an SMS will be sent to your mobile phone telling you how many messages you have in your voicemail, and will invite you to call the free number 242 in order to listen to them. You have three options:

- **To listen to your voicemail messages from national territory: 242☎**

To record your welcome message, delete it and save messages:

For any of these applications follow your voicemail instructions, 242.

To divert calls to your voicemail:

To divert calls to your voicemail all you have to do is consult the divert codes table in the previous section, taking into account that where it says "number" you have to enter 242.

You can divert any of the 5 above divert modes to your voicemail:

- **Activate divert:**
****divert code*242#☎**
- **Deactivate divers:**
##divert code#☎
- **Check the service:**
***#divert code#☎**

Call notice

The call notice service informs you about the calls received to your mobile phone when you were not available (switched of or no network coverage). When you connect the mobile phone you will receive an SMS containing the number which called you and the date and time of the call.

This is a free service and by default is activated in all Viva mobile phones.

Call blocking

Thanks to this service you can restrict the calls that can be made or received on your mobile phone.

This service can be activated, deactivated and checked using your mobile phone's menu or using the tables set out below.

The code to access these services is 0000 but you can personalise the dialling code as follows:

****03*old code*new code*new code#☎**

General functions:

- **Activate:**
**blocking code*personal code#☎*
- **Deactivate:**
*#blocking code*personal code#☎*
- **Verification of the service:**
**#blocking code#☎*

Types of blocking:

- **Blocking all outgoing calls:**
*No calls can be made from your mobile phone until the restriction has been lifted. **Blocking code: 33***
- **Blocking all incoming calls:**
*No calls can be received on your mobile phone until the restriction has been lifted. **Blocking code: 35***
- **Blocking all outgoing international calls:**
*No international calls can be made from your mobile phone until the restriction has been lifted. **Blocking code: 331***
- **Roaming block:**
*No calls can be made from abroad until the restriction has been lifted. **Blocking code: 351***
- **Cancellation of all blocks:**
*To cancel all of the blocked calls: **#330*personal code#☎***

Call waiting

Your mobile phone will notify you by sending a tone if somebody calls you while you are on the phone.

- **Activate:** **43#☎*
- **Deactivate:** *#43#☎*
- **Verification of the service:** **#43#☎*

Once the service is activated you will have the following options:

- **To answer the new call, putting the current call on hold:** *Press 2☎*
- **To answer the new call, ending the current call:** *Press 1☎*
- **To ignore the new call and continue with the current call:** *Press 0☎*

Call holding

This service allows you to put the current call on hold:

- **To put the current call on hold:** Press 2☎

Once the call is on hold you can make or answer new calls.

You also have the following options:

- **To go from one call to another:** Press 2☎
- **To end the current call and go back to the call on hold:** Press 1☎
- **To end both calls at the same time:** Press hang up.

Text Messaging

Using this service you can send and receive text messages (SMS) each one with a maximum of 146 characters.

Using your Viva mobile phone you can send and receive messages to/from any national and international operator.

When you receive an SMS your mobile phone will emit a tone and an icon will appear on the screen of your mobile phone.

Your SIM card can only save a limited number of SMS. remember to regularly delete them. If you have any doubts consult your mobile phone's manual or call Viva mobile's free customer service number 222.

International Roaming

Using Viva mobile's international Roaming* you can make calls from the main countries in the world without having to request it. When you receive a call when you are abroad, you will pay the international part of the call and the person who calls you will pay the national part.

- **To consult prices, coverage, etc.**
call the free customer service number 222
- **To top-up your card when abroad:**
We recommend that you top-up your card before going abroad because when you receive calls and send SMS your balance will be reduced.
- **However if you do need to top-up your card from abroad: +34 688 68 8272**
**by credit card.*

Change language

With Viva mobile you can choose the language for dealing with us. All you have to do is dial 262. You will then receive all of your communications in the chosen language. Furthermore, when you need our Customer Service, our operators will speak your language.

Consult balance

With your Viva mobile phone card you can find out your available balance at any time; you have two options:

*141#☎
232☎

Viva mobile provides you with 5 balance enquiries per month free of charge. The other balance enquiries in the month cost 15 cents (not including indirect taxes). On the first day of each month you will again be given 5 free balance enquiries. The free consultations can not be accumulated.

04.

Top-up

Validity Period

The card will be activated once you make your first call to 232. Each time you top up your card and provided that it has available credit, you can make calls for 9 months. After this period if you do not top-up your balance, you will have one month during which you can only receive calls and make calls to: 222, 232, 242. During this month you will not be able to send SMS.

During your card's validity period, if you do not make any further top-up your SIM card will become inoperative and you will forfeit your telephone number and any balance at that time.

Forms of Top-up

The top-up amount will be added to your Viva mobile card's balance. You have 4 ways of topping-up your card:

- Top-up cards which can be purchased at our Points of Sale.
- Telephone top-up using credit or debit card. by calling 232. From your mobile.
- Bank cashpoints showing the Euskaltel logo.
- Electronic top ups in the Viva mobile shops.

Balance expiry

When the balance runs out you can receive calls during your card's valid period, but you can only make calls to the following numbers: free customer services number 222, free number 232, voicemail 242 and to the emergency number 112. During this period you can not send SMS.

05.

Customer services

Through 222

Our customer services department will deal with all of your queries and suggestions by calling 222.

Through 232

A simple call from your mobile phone to this free number allows for the following:

- **Top-up:**

Buy a top-up card at your nearest Viva mobile Point of Sale or authorised establishments, and follow the instructions provided on calling 232.

- **Expenditure control:**

You can find out your card's available balance and the expiry date.

Through 262

For listening to the options provided by the 262 service.

Our Customer Service Department will deal with all of your queries and suggestions. Depending on where you call from, the customer service number is:

National from your mobile telephone: *222*

National from another line: *901 44 00 88*

Abroad: *+ 34 688 688 2 72*