

A white rounded rectangle containing the text 'SIM' in a bold, black, sans-serif font.

SIM

inside

# Quickstart Guide

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Inside this pack you will find your new SIM card.  
This booklet contains all the information you need to get started.  
To find out more about our mobile plans and charges go to  
[www.digitalisland.co.nz](http://www.digitalisland.co.nz) or speak to your account manager.

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## GETTING STARTED

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- 1 Fully charge your mobile phone.

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  - 2 Carefully snap your SIM out of the card surround. **IMPORTANT** – ensure you keep the card surround as it contains your Personal Unlocking Key (PUK), which you will require if you ever need to unblock your mobile phone.

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  - 3 Open mobile phone back cover & secure SIM into place. You may have to remove the battery to do this. Refer to your mobile phone user guide.

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  - 4 Replace back cover, turn on mobile phone and start making calls.

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## SETTING UP VOICEMAIL

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Now your mobile phone is up and running, you'll need to set up your voicemail so that people can leave messages for you. This takes just three easy steps:

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- 1 Call your mobile phone number or 083210 from your mobile phone. This will get you into your mailbox.

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  - 2 Follow the voice prompts to: Choose a voicemail PIN – this must be kept secret to ensure your mailbox is secure. Record your name – this is the name you will hear when you call your mailbox to check messages. Record your personal greeting to welcome callers and invite them to leave you a message.

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  - 3 After you've set up your mailbox, you'll return to the main menu where you can listen to any new or saved messages in your mailbox. You can change your personal greeting, mailbox name, or voicemail PIN as often as you like by calling your mailbox, pressing 3 from the main menu for 'personal options' and following the voice prompts.

## Setting up your security pin

You can secure your mobile phone by activating a security PIN.

This PIN is preset to 1234, but you should change it to a personal four digit number you will remember. This means only you will be able to turn your mobile phone on.

If you're having any trouble setting up your PIN, please contact us and we'll help you out.

If the wrong PIN is entered three times your mobile phone will be blocked. To unblock your phone you will need to enter your Personal Unlocking Key (PUK).

## Your PUK code

You will find your PUK (personal unlocking key) on the card surround you snapped your SIM out of.

IMPORTANT – make sure you keep this number handy and in a safe place as you may need it if you ever need to unblock your phone.

Remember, don't store your PUK in your mobile phonebook – as you won't be able to access it if your phone is blocked.

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## GOING OVERSEAS

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Your Digital Island SIM will let you roam easily in over 210 countries. Simply switch on your mobile phone once you get off the plane and you'll be connected – it's as easy as that!

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To check which countries you can roam to and the relevant pricing go to [www.digitalisland.co.nz](http://www.digitalisland.co.nz), contact our helpdesk on **0800 999 010**, or dial **+64 9 631 1360** from outside New Zealand.

To access your voicemail from overseas, dial your mobile number, i.e. **+64 27 123 4567** or **+64 830 83210**.

It's important to note that when calling New Zealand numbers from overseas you will need to dial +64 in place of the 0 at the start. You may choose to update your phonebook before departure.

The phone book entries you update with the +64 format will also work when you are in New Zealand.

## Datacards and USB modems

To get started just follow the device user guide instructions; this will also tell you how to insert the SIM.

Then plug the datacard or USB modem in, and you're ready to go!

## Helpful contacts

If you need extra help getting your new Digital Island SIM set up – or have any other questions – we want to hear from you!

Call **0800 999 010** between 8am and 6pm Monday to Friday.

Visit [www.digitalisland.co.nz](http://www.digitalisland.co.nz) for answers to common questions, and information on our complete range of business telecommunications products and services.

DigitalIsland\*

0800 999 010  
[www.digitalisland.co.nz](http://www.digitalisland.co.nz)