



## Help with phone setup

Setting up Backchat mobile is really simple, just follow these simple instructions:

- Remove the old SIM card from your device
- Install the new SIM card with the Devoli logo
- Go to settings and click Mobile Networks, then click Access Point Names, click the three dots (Android) and Reset to Defaults
- Ensure your phone is set to VoLTE (Not all devices have the setting)
- Restart your phone
- Your *Backchat Mobile* service will now be active
- Do not forget to set up your voicemail!

### To set up and use *Backchat Mobile* voicemail

1. Call the voicemail automatic menu: [From your mobile phone (M) or in the case of a landline (L)]  
Either: A long press 1 on your keypad (M) or 122 (M), or 083210 (M), or +64 83 083210 (M or L)
2. Follow the voice prompts to set up your mailbox.
3. Enter a PIN.
4. Record your mailbox name. You'll hear your mailbox name when you call in to check your messages. It may also be played when you leave a message for someone else.
5. Record a personal greeting to welcome callers and invite them to leave a message.

Keep your PIN secret to make sure your mailbox is secure. You'll need to enter it whenever you check your mailbox from a different phone.

You can change your personal greeting, mailbox name or PIN as often as you like. To do this, call your mailbox, press 3 (personal options) from the main menu and follow the voice prompts.

Any technical problems or help required whilst roaming can be obtained by emailing [support@backchat.net.nz](mailto:support@backchat.net.nz)