

**New Phone?**

**Easy!**



**EasyMobiles & MobiCity  
Handset User Guide**

## EasyMobiles / MobiCity Handset User Guide

This guide gives you the information you need to get your phone set up and active. The first page relates to network settings and discounts, while page two includes general warranty and support information for your handset.

### Connection and Activation

Your SIM card has been issued separately and should arrive shortly. When you receive it, please call 1300 02 3279 so that we can provision your number and get you connected as soon as possible.

### Voicemail

To access and set up your voicemail, dial 121 from your Easy3G handset and follow the prompts. Save '121' as your speed dial number 1 for convenient access. For EasyMobiles Telstra handsets use '101' to access your voicemail.

### MMS and Internet Settings

To configure your Easy3G handset visit <http://wireless.vodafone.com.au>, follow the prompts and these will be sent directly to your handset. For your EasyMobiles Telstra service settings visit <http://configure.telstra.com.au>. If you are on a different network change to EasyMobiles today for an easier mobile life! Otherwise you can request this information from your service provider directly.

### Cashback

If you're not already an Easy customer, sign up to one of our BYO phone plans with per second billing and no flagfalls and get up to \$200 cash back. If you already have an Easy connection, save even more by recommending friends, family or colleagues. Simply ask them to call 1300 02 EASY or visit us online at [www.easymobiles.com.au](http://www.easymobiles.com.au), and give your name as a reference. Once they are signed up, you'll both receive a \$30 credit on your next bill.

### Handset Discounts

Whether you buy a phone on a plan with EasyMobiles or outright through MobiCity, we'd like to say thank you. Visit [www.mobicity.com.au](http://www.mobicity.com.au) and use code **RH08** and you'll get \$50 off any future handset purchase. This code is fully transferrable and can be passed on to friends and family if you wish.

## **Warranty**

Your new handset comes with a 12-month warranty. This warranty covers Dead On Arrival (DOA) handsets, manufacturing faults or defects and native application software issues. Please note that it does not cover normal wear-and-tear, water or liquid damage or third-party software applications. The warranty is provided by Simply Mobiles Pty Ltd and repairs are handled through our own repair network. Please do not take your handset to a local repair location unless advised.

## **Dead On Arrival**

For some reason the odd phone never switches on. Ours are all individually tested at the warehouse, however it can still happen sometimes. If your handset is DOA, please call us on 1300 02 3279 within 48 hours of receipt to obtain a RMA code. This number gives you the authority to return your phone or item and allows us to track and manage the process effectively.

## **Refunds and Returns**

Our goal is to ensure that customers are entirely satisfied with their new purchase and as a result we operate a 48-hour no questions asked Returns Policy. In order to take advantage of this policy we require you to adhere to the following conditions:

- ✓ You must contact us on 1300 02 3279 within 48 hours of receiving your goods and obtain an RMA code.
- ✓ The phone/item must be returned in its original condition and packaging along with all the accessories, manuals and CD's enclosed.
- ✓ The return must be sent by registered and insured mail to:  
PO Box 678, Toowong BC, QLD 4066, Australia

To prevent theft within the delivery chain and for the safety of your phone, please do not write our business name in the address field.

## **Support**

If you purchase any products from us and experience any difficulties, our technicians are on hand to provide free support. For general information about your new phone, check out the manufacturers websites and the enclosed instruction manuals, or you can call us anytime on 1300 02 3279.

**Thanks again and enjoy your new handset from EasyMobiles / MobiCity**



[www.easymobiles.com.au](http://www.easymobiles.com.au) - [www.mobicity.com.au](http://www.mobicity.com.au)

**1300 02 3279**