



# vodafone vibes

THE NEWSLETTER OF VODAFONE FIJI

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## Send an m-Card to your loved ones

**YOU CAN** now say Happy Birthday to your friends and loved ones by sending them a greeting card via your mobile phone.

This is now possible with the launch just before Christmas of Vodafone Fiji's new m-Cards service.

"Up till now, most people could only send a printed greeting card or an e-card via email," Vodafone Chief Marketing Officer Avanthi Senaratne said.

"And if you are like most of us and have forgotten to send a card, you have little hope of redemption in the eyes of your spouse, friend or relative or loved ones even if you remember at the last minute," Senaratne said.

"But now with m-Cards, you can send a greeting any time and save yourself a lot of hassle."

The service is a joint offering from Vodafone Fiji and Fiji's largest and most popular web portal, Fijilive.

There are m-Cards for all occasions including anniversaries, birthdays, births, graduation, independence (most Pacific countries), religious holidays, and Valentine's Day.

But the most popular ones are likely to be Love and Fun cards for those moments when you are lost for words or if you just want to wish someone 'Sweet Dreams' or to say 'I Love You' or 'Missing You'.

"Our most popular cards on Fijilive are Love and Fun cards full of hearts, kisses and hugs so we expect the same trend to continue in m-Cards," Fijilive account manager Sudeshni Prasad said.

"Birthday and everyday cards are also popular. Virtually all the

cards available on the Fijilive eCards site will be available as an m-Card soon," Prasad said.

"There are about 200 of the most popular cards available right away but over the next four weeks, customers will be able to access almost 1500 cards for all occasions."



You can view the m-Cards at [mobile.fijilive.com](http://mobile.fijilive.com) or [www.vodafone.com.fj](http://www.vodafone.com.fj)

There is also a special Fijian category of Bula m-Cards as well as categories for Christian, Hindu, and Islam religious sayings.

"If you just want to say thank you or vinaka vakalevu to someone or cheer up a friend, now you can do

so with an m-Card," Vodafone Fiji's Product Manager Consumer Services Winston Penjueli said.

"You can also send words of encouragement or inspiration such as congratulations," Penjueli said.

"M-cards also make great invitation cards to send out to friends

are available for Australia Day, Chinese New Year, Sri Lanka National Day, Waitangi Day, and Valentine's Day.

If you want a special card done, all you have to do is contact Fijilive on [mcards@fijilive.com](mailto:mcards@fijilive.com) and it will be available as soon as possible.

Any Vodafone Fiji customer can send m-Cards, however only customers whose phones have been configured to receive screensavers, themes or wallpapers and polyphonic ringtones – that is GPRS enabled – can receive them.

To send an m-Card, all you have to do is select the m-Card code, say G0001, leave a blank space, then type the recipient's mobile number (G0001 999—) and send the message to 550. He or she will then get a message which can be clicked on to download. Only the sender gets charged for the m-Card.

If your phone is GPRS capable, but has not been set up to receive m-Cards, just call 123 and get your mobile rocking.

You will get a pre-configured setting on your mobile which you will have to activate. The instructions are simple and the customer care representative will advise you what to do depending on the model of your handset.

Alcatel, Sharp and LG handsets have to be set up manually by bringing them to one of the Vodafone shops while Nokia, Sony Ericsson, Motorola, Panasonic, Samsung and Sagem can be set up by customer care representatives.

All Vodafone VIP handsets can access this service and you can see the website or newspaper ads for details.

## New SMS centre speeds up Txt message delivery

**TXT MESSAGES** will now be processed faster for Vodafone Fiji customers, with the company putting in place a new Short Message Service Centre (SMSSC).

The new SMSSC can deliver more than three times the number of Txt messages compared to before.

It has a Txt message delivery capacity of 100 messages/second compared to 28 messages/second for the previous one.

Vodafone Fiji's 275,000 customers send more than four million Txt messages every month so a new SMSSC was needed to cater for the growth in this new medium.

The installation of the SMSSC is part of Vodafone Fiji's multi-million capital program for this year, which started with the building of its new headquarters, followed by the migration of its network to a new, multi-million dollar, state of the art exchange in September.

Vodafone Fiji chief executive Aslam Khan said the new SMSSC installation, coupled with other projects undertaken this year, including the commissioning of the new exchange and various base stations across Fiji, sees Vodafone Fiji entering a new era in mobile telecommunications.

"The new SMSSC will allow us to offer an exciting line-up of new functions and features over the next few months, and more capacity to handle Txt messages," Khan said.

He said the implementation of the new exchange and related projects would ease the congestion on the network in 2006 and next year, but due to recent events, expansion work is now expected to be completed by April 2007 due to travel warnings issued by Australia and New Zealand.

"Exchange capacity was one of the contributing factors leading to the network congestion. The new exchange will allow us to add more pre-pay capacity and more base stations over the next few months, rapidly easing any congestion that customers may have experienced in recent times," Khan said.

"Now we have the capability to offer innovative services such as a closed user group (Vodagroup), regional charging, and advanced pre-pay services capable of handling high volume of calls as well as high data speeds."



## PIN security feature on your new Voicemail

**ONE OF** the benefits of the new network that Vodafone Fiji has put in place is a new voicemail system that provides customers with additional features.

In response to requests from customers for better security, all mailboxes have a security feature that requires customers to enter a PIN number in order to access their voicemail, preventing other people from accessing their voicemail boxes.

When you first use your voicemail box from your mobile, you will be prompted for a current PIN - the default is set to 1234, but we advise all customers to customise their PINs as soon as possible.

Voicemail is now provided to all customers so you no longer have to ask and wait to have a new voicemail set up for your mobile phone.

If someone calls you, listens to your voicemail but doesn't leave a message, the new system will also notify you of a missed call on your mobile, enabling you to respond to that person if you wish.

How do I set up my new PIN? How do I record a personalised greeting?

### VOICEMAIL SETUP

Initially all customers will have to set up their security PIN for the Voicemail.

When calling 121 the customer will be greeted with the following operator instructions:

**Welcome to the mailbox, your voicemail pin code is currently set to the default value.**

**For improved security and to allow you access to your messages from any phone, please change your PIN to a 4 digit number of your choice**

**Please enter your current pin Code** [customer has to just enter 1234 and then wait]

**Please enter the new PIN Code**

**Please re-enter the new PIN Code**

Once the Security PIN Code has been activated each time a customer dials 121, they'll have to enter their security PIN.

### 2. RETRIEVING NEW VOICE MESSAGES

Customers are notified via text of any new voice messages or missed calls.

Missed calls in this reference are calls that are diverted but caller hangs up after the beep without saying anything. (These can be ignored as they do receive txt notification of these also).

When calling 121 all new messages will be played first and then it will allow you to enter command mode

The following prompt will come up when checking voicemail: **Please enter your current pin code** [the new PIN has to be entered]

If you have no messages then: **You have no messages or missed calls**

If you do have messages than it will be played one at a time: **You have** [number of messages] **new messages.**

**This message from mailbox** [mobile number] **was left at** [time] **on** [date] **this is followed by the actual voice message.**

After each message played the following options are provided: **To replay the message press 2, To delete this message press 3, To save this message for an extended period of time press 6.**

Once all messages have been checked: **You have no more messages.**

### 3. COMMAND MODE

Command mode takes you to a list of menu functions related to you mailbox/mailbox setup

**to enter command mode press \***

**please enter your current pin code**

**command mode**

**To obtain help press 1** [provides information about certain command modes]

**To retrieve your messages and Missed Calls press 2** [enables to listen/replay/delete/reply/save all voice messages and missed calls]

**To select mailbox details mode press 3** [enables to activate/deactivate PIN Code requests and optional details]

**To record a message press 4**

**To distribute a message press 5**

**To change your PIN press 6**

**To change your personal greeting press 7** [enables to setup a personalise greetings for incoming callers instead of pre-recorded operator message]

**To change your message of notification press 8** [enables option to activate or deactivate getting notifications of receiving voice messages]

**\* command mode**

### 4. TO PERSONALISE VOICEMAIL GREETING

Dial 121

**To enter command mode press \***

**To enter greetings mode press 7**  
**To record a personal greeting press 4**  
**To end recording press 0 and to start recording press 0**

Once a new message is recorded you can choose to keep it or discard

**[To replay the new greeting press 2]**

**[To cancel the new greeting press 3]**

**[To erase and re-record a new greeting press 7]**

**To deposit the new greeting press 8**

**To return to command menu press \***

### 5. RETRIEVING ALL VOICE MESSAGES

Dial 121

**To enter command mode press \***

**To enter the voicemail retrieval mode press 2**

**To replay/play all messages press 2 again**

[messages will be played one at a time, the most recent ones first - Refer to 2. Retrieving new Voice Messages]

**To delete the message press 3**

Some of the special functions you can perform while listening to the voice messages are:

**To skip forward 5 seconds press 4**

**To skip backwards 5 seconds press 5**

**To save this message and step on to the next press 6**

**To play the previous message press 7**

**To know when the message was left press 8**

**To pause or continue press 0**

**To replay the message press 92**

**To phone the caller press press 95**

**To copy the message to another subscriber press 93** [you can send a voice mail to another subscriber at a time of your choice]

**To copy the message to distribution list press 94**

**To return to command mode press #**

### 6. TO DEACTIVATE PIN CODE REQUEST

Dial 121

**To enter command mode press \***

**Please enter your current pin code**

**Press 3 to enter mailbox details mode**

**To disable PIN code protection press 4** [No security PIN will be requested]

Pre-requisite for accessing voicemail while roaming is to have your mailbox personalised by setting up your new PIN on your first call to voicemail number 121.

[www.vodafone.com.fj](http://www.vodafone.com.fj)

Customer Care call 123