

Bedienungsanleitung  
Mode d'emploi  
Istruzioni per l'uso  
User Guide

NATEL® data easy



**swisscom**

# Welcome to Swisscom

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Thank you for choosing Mobile Unlimited from Swisscom. Thanks to Swisscom's outstanding mobile broadband network, you can surf the net at up to DSL speeds. Wherever you are, you're automatically connected to the fastest transmission technology available. Make the most of this new freedom in mobile communications – whenever you want and wherever you are.

## **Important: Personal data**

The Federal Mail and Telecommunications Monitoring Act requires all mobile network operators to register the personal details and data of their prepaid customers. Swisscom stores this data for a minimum period of two years and provides the responsible authorities with relevant information in accordance with the legal provisions.

## **Mobile Unlimited – Internet, wherever you are.**

Swisscom (Switzerland) Ltd

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# 1. Getting started

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## **Step 1: Inserting your SIM card**

Remove the supplied SIM card from the SIM cardholder and insert it into your Mobile Unlimited hardware.

## **Step 2: Installing software**

Insert the supplied CD-ROM into your CD drive. The installation assistant will guide you through the installation step by step. If the application fails to start automatically, you can run the autostart via **Start > My Computer** by double clicking on the CD drive.

## **Important notice for PC Card and Express Card users**

Only insert the Mobile Unlimited Card into the slot in your notebook after you have been **requested** to do so by the installation assistant.

## Key features at a glance

With Mobile Unlimited you can connect your notebook or your desktop computer to Swisscom's mobile broadband network or Swisscom's roaming partners abroad.

- Surf the Internet: You'll have Internet access wherever you are (provided you are in a region covered by Swisscom or one of Swisscom's roaming partners abroad).
- Access e-mails: Always in the loop – wherever you happen to be, you can access your personal e-mail accounts at any time. What's more, high transmission speeds mean you can send and receive large attachments.
- Send and receive SMS messages: Simply and straight from your computer.
- High-speed data connections: Modern technologies such as HSPA (download up to 7.2 Mbps and upload up to 2.0 Mbps) allow fast data downloads and convenient surfing. If this technology is not available, UMTS (up to 384 Kbps), EDGE (up to 256 Kbps) or GPRS (53.6 Kbps) will be used instead.

## Please note

For usage abroad, please also refer to the chapter «Mobile Unlimited abroad» on page 46.

## 2. Establishing/closing a connection

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Following a successful installation, you'll notice a new icon (called **Unlimited Data Manager** or **Unlimited Connection Manager**) on your desktop. You can open the connection software by double clicking on this icon. To establish a data connection, click on **Connect**. To close a connection, click on **Close**.

### Important notice

The automatic, interruption-free switch (seamless handover) between HSPA/UMTS/EDGE/GPRS on the one hand and PWLAN on the other is not possible with NATEL® data easy.

However with a WLAN-compatible terminal you can manually establish a connection with a public wireless LAN (PWLAN). The costs are billed separately.

**Step 1:** Close the connection software.

**Step 2:** Make sure WLAN is activated on your notebook and start your browser. A start page will appear.

**Step 3:** Select your access mode.

### 3. Your credit balance

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You'll find an overview of all information about NATEL® data easy at **Info > Credit** in the Unlimited Data Manager or in the **Credit** menu in the Unlimited Connection Manager.

#### **Important notice**

Please note that for technical reasons the available credit balance is always displayed **before** making a call. The costs of an ongoing connection cannot be displayed. During an active connection, automatic program updates, among other things, can generate data traffic in the background and therefore costs.

## 4. Topping up your credit

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You can top up credit for your **NATEL® data easy** in the following ways:

- via Internet at [www.swisscom.ch/easy](http://www.swisscom.ch/easy) (only possible with a credit card)
  - in Swisscom Shops, at Postomat ATMs and at SBB ticket machines with touch screens
  - at Coop and Migros shops, kiosks, post-office counters and petrol stations
- You'll find other top-up options at [www.swisscom.ch/easy](http://www.swisscom.ch/easy)

**Top up via mobile phone** (only possible for Swisscom NATEL® customers):

Dial \*123\*, then enter the PIN code on the Value Card, press the \* key, followed by your data-SIM-mobile number. Finish your entry by pressing the # key and press Call (e.g. the green receiver).

For example: \*123\*61234567891234\*0791234567#

### Important notice

In order to be able to top up your prepaid account, you must have the telephone number of your SIM card to hand. You can find your personal number on the prepaid packaging, on the SIM cardholder and in the **Credit** menu in the Unlimited connection software.

### Important

You cannot establish a connection on the mobile broadband network if you have no remaining credit. The only site you can access without any remaining credit is [www.swisscom.ch/easy](http://www.swisscom.ch/easy) to top up your credit balance by credit card.

### Tip for all NATEL® data easy customers over 18 years of age

(Age verification is only possible for users who are correctly registered.)

If you need to send an urgent e-mail or SMS but don't have enough credit, we can help you with an advance.

### How to obtain an advance of CHF 5

Send a free SMS\* from your notebook with the text **ADVANCE** to **444**. You will be billed for the CHF 5 advance as well as a service charge of CHF 0.50 with your next normal top up.

### Activate/deactivate service

**Activate:** Send a free SMS\* with the text **START ADVANCE** 444

**Deactivate:** Send a free SMS\* with the text **STOP ADVANCE** 444

### What if you don't know whether the service is activated or deactivated on your account?

Send a free SMS\* with the text **STATUS ADVANCE** 444

### Important notice

Sending and receiving SMS messages happens automatically if the network is available (GSM or UMTS). No Internet connection is required.

\* You must use your connection software (either Unlimited Data Manager or Unlimited Connection Manager) to compose and send the free SMS. This is the only way that the advance can be credited to your account.

## 5. Mobile Unlimited abroad

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With Mobile Unlimited, you can transmit data and surf the Internet when you're abroad, too. High roaming charges may apply for use abroad. You can find further information about roaming rates at [www.swisscom.ch/roaming](http://www.swisscom.ch/roaming)

### **Please note**

Both the network search and the network and technology selection are only possible when not currently connected. A data connection is not possible with all the listed networks.

### **Tip**

If you frequently use Mobile Unlimited in border areas, we recommend you establish a Swisscom connection using a manual network selection. This avoids a foreign network with high charges being used unintentionally.

## 6. Switching to a NATEL® subscription

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If you opt for a NATEL® subscription, you'll never have to worry about your credit balance again. Whether you're a frequent or occasional user, we have the subscription to suit your needs. Find out more in Swisscom Shops or on the Internet at [www.swisscom.ch/unlimited](http://www.swisscom.ch/unlimited)

Whichever NATEL® subscription you switch to, you get to keep your Mobile Unlimited number and SIM card. The remaining credit will be credited to your first monthly bill.

To switch, please contact your specialist dealer, the Swisscom Shop or call **0800 55 64 64**.

## 7. Addresses and telephone numbers

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### **Swisscom (Switzerland) Ltd**

Contact Center Mobile  
CH-3050 Berne

### **Internet**

[www.swisscom.ch/unlimited](http://www.swisscom.ch/unlimited)  
[www.swisscom.ch/clientservice](http://www.swisscom.ch/clientservice)  
[www.swisscom.ch/easy](http://www.swisscom.ch/easy)

### **Hotline for general queries**

*Within Switzerland:* 0800 55 64 64 (private customers, free hotline)  
0800 88 99 11 (business customers, free hotline)  
*From abroad:* +41 62 286 12 12 (toll call)

### **Hotline for technical queries**

*Within Switzerland:* 0900 333 22 1 (free from the fixed network,  
CHF 0.30/min with a NATEL® subscription, CHF 0.80/min with a NATEL® easy)  
*From abroad:* +41 900 333 22 1 (toll call)

[www.swisscom.ch](http://www.swisscom.ch)