

neoi[®] technology pte. ltd.

ORANGE Switzerland automated WAP, GPRS and MMS settings via SMS for ALL NEOI Mobile Phone systems see also : http://www1.orange.ch/residential_support_mobile-phones_configure.html?lang=en

Orange has an automatic system to help you configure your mobile phone. This system automatically proposes to any new customer or to customers changing their mobile phone for a newer one, to download the ideal settings for mobile internet and MMS.

how and when does it work?

Each time a new customer becomes active on the Orange Switzerland network or if a customer changes his old mobile phone for a new one, he/she **will automatically receive within the first 24 hours an SMS inviting him/her to obtain the mobile internet/ WAP settings. The system will only react if the mobile phone is able to receive settings using the SMS mode. The message of this SMS is:**

Orange WAP: Deutsch/Francais.

Antworten Sie mit 'OK', um die mobile Internet Einstellung zu erhalten.

Répondez 'OK' et recevez les réglages pour l'Internet Mobile

Reply by 'OK' to this SMS and the WAP settings will be sent to the mobile phone. It is important that the settings are saved and activated in the mobile phone to be ready for use. In most cases, the mobile phone will ask to save and activate them.

In the meantime, another SMS will be sent to customer inviting them to receive the MMS configuration settings. This message is:

Orange Photo Messaging MMS: Deutsch/Francais.

Antworten Sie mit 'OK', um die MMS Einstellung zu erhalten.

Répondez 'OK' et recevez les réglages pour MMS.

Again, reply by 'OK' to this SMS and the MMS settings will arrive. It is important that the settings are saved and activated in the mobile phone to be ready for use. In most cases, the mobile phone will ask to save and activate them.

It is important to know that the customer has two days to reply to the first SMS, after this time, the system will not react anymore.

If You missed this message / SMS, there is no other choice but to contact Orange Customer service and request another SMS, or go to the next Orange Service Center and request the settings for WAP, GPRS, MMS for manual input.

Manual input instructions are available on the NEOI Help Website (www.neoi.de)

list of supported mobile phones & settings type

You will find hereafter the list of supported mobile phones as well as the particular cases for which the sending of settings using the SMS mode is not possible.

For the Neoi 908 please use as settings code " Motorola A1200"

You must be a registered Orange Switzerland user to log in to :
https://www.orange.ch/vrtstatic/en/residential_myaccount.htm

Customer login

Username

Password

[Forgot your password?](#)
Login

For access to all necessary information;

Customer Mobile Phone login

Phone Number

Access Code

With the simplified login, you can access your account with an access code sent by SMS.

check bills, offers, modify options and many other functions personalised for you.

New Users

If you don't have an account, please register now.

As a registered customer, you can:

- view your bill
- check your personalised offers
- **configure your mobile phone**

NEOI Technology Pte. Ltd. Global Customer Service Desk Singapore: service@neoi-technology.com