

# Manage My Mobiles - Manage a Person

You can manage a person from the Numbers page by selecting the “Manage Person” option under the dropdown on the actions tab for the person you wish to make changes for.

The screenshot shows the 'Manage My Mobiles' interface. At the top, there is a header for 'Pamela Reid' with navigation tabs for 'Summary', 'Statistics', 'Settings', and 'Usage Alerts'. Below the header, the main content area is divided into several sections:

- Mobile Number:** 07458081729 (Active) with a gear icon for actions.
- SIM:** 8944391000000002509 (Change)
- Handset (IMEI):** 352683023609198 (Reload)
- Settings:** A section for configuring voice and mobile data services, including 'Calls and Messages' and 'Mobile Data'.
- Call Forwarding:** Always forward to Voicemail (Configure)
- Group:** No Group (Edit)
- Email:** pamela.reid@gamma.co.uk
- User:** Manager
- Usage Alerts:** No usage alerts have been configured.
- Statistics:** Since 1st July 2017, showing usage for UK, EU, ROW, and UK/EU.

	Minutes	Messages	Data (MB)
UK	0 ● 0%	0 ● 0%	0 ● 0%
EU	0 ● 0%	0 ● 0%	0 ● 0%
ROW	0 ● 0%	0 ● 0%	0 ● 0%
UK/EU	0 ● 0%	0 ● 0%	0 ● 0%

This page will display the person’s name, their SIM number and handset IMEI, which can all be changed if required.

On this page you can suspend and unallocate a number and person by clicking on the actions tog at the top next to the number.

The screenshot shows a mobile number management interface. At the top left, the number '07458081729' is displayed with a green 'Active' status. Below it, the text 'OtherBrand PreviousModel' is visible. To the right of the number is a settings icon (gear) with a dropdown arrow. The dropdown menu is open, showing two options: 'Suspend' and 'Unallocate'. Below the number, there are two sections: 'SIM' with a 'Change' button, and 'Handset (IMEI)' with a 'Reload' button.

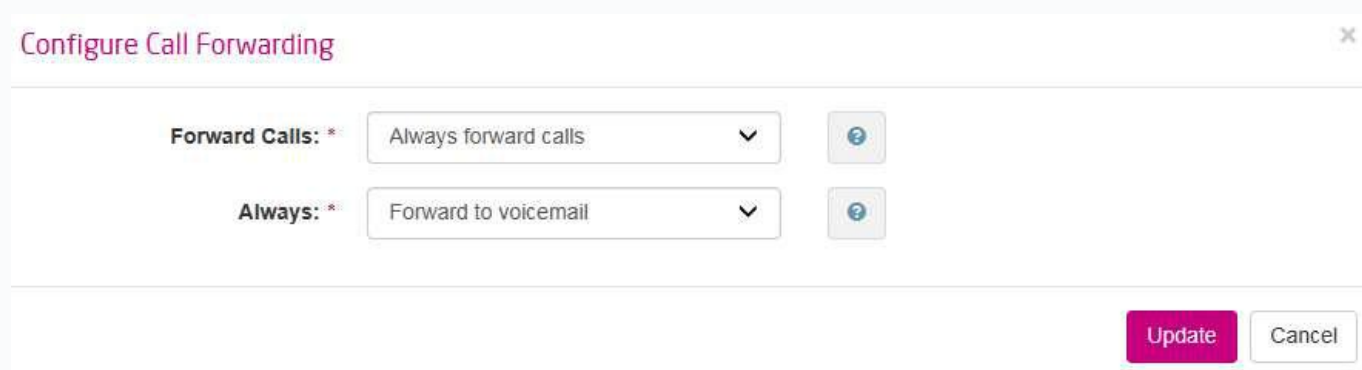
You can also change the SIM number relating to that mobile number by clicking on change in the SIM section.

The screenshot shows a 'Change SIM' dialog box. The title is 'Change SIM' with a close button (X) in the top right corner. The dialog contains the following information:  
**Current SIM:** 8944391000000002509  
**New SIM: \*** [Text input field] [Help icon (question mark)]  
At the bottom right, there are two buttons: 'Change' (in a red box) and 'Cancel' (in a white box with a grey border).

You can also change the IMEI number relating to that mobile number by clicking "reload" in the Handset (IMEI) section.

The screenshot shows an 'Update Handset' dialog box. The title is 'Update Handset' with a close button (X) in the top right corner. The dialog contains the following text:  
If you've moved the SIM for 07458081729 to another handset, you may need to reload for the changes to take affect in this portal.  
At the bottom right, there are two buttons: 'Reload' (in a red box) and 'Cancel' (in a white box with a grey border).

If you click “Configure” on the Call Forwarding section you will be able to set some call forwarding settings. Here you can choose between, always forwarding calls and conditionally forwarding calls, also whether you want to forward to another number or voicemail.



Configure Call Forwarding

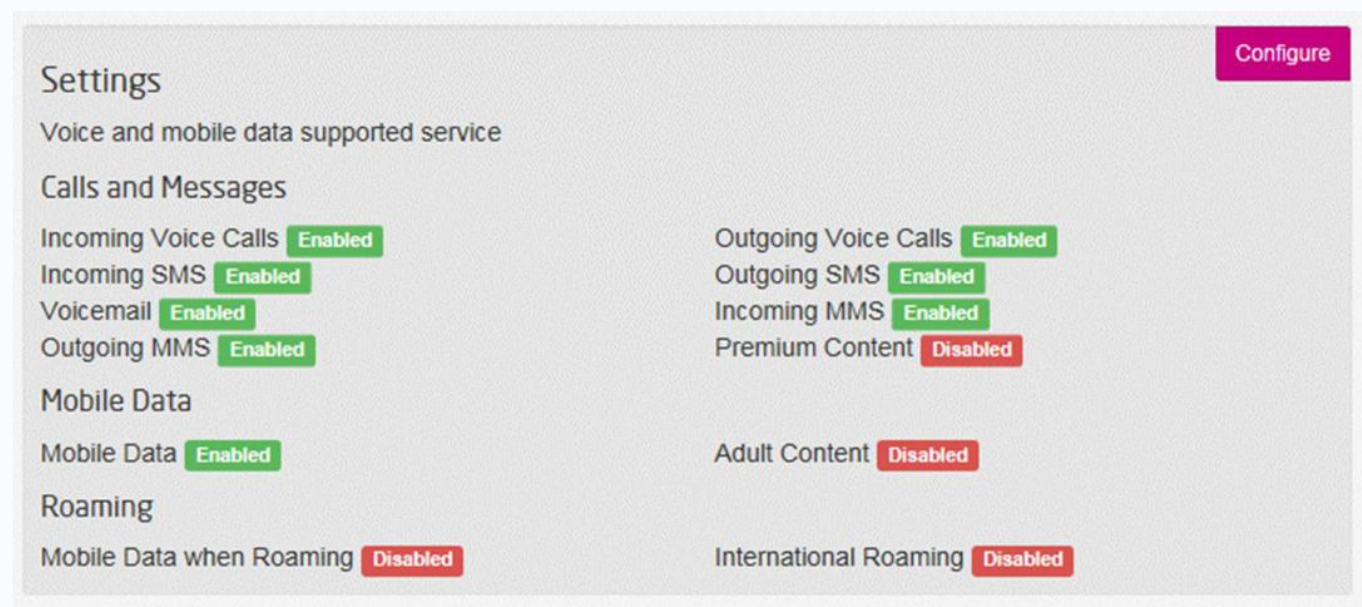
Forward Calls: \* Always forward calls

Always: \* Forward to voicemail

Update Cancel

Once you have made your changes click “Update” to save them.

On the manage user section you will see in an easy view what options that user has on their mobile service. This is shown clearly by green and red labels, which state if a service is enabled or disabled.



Settings

Configure

Voice and mobile data supported service

Calls and Messages

Incoming Voice Calls	Enabled	Outgoing Voice Calls	Enabled
Incoming SMS	Enabled	Outgoing SMS	Enabled
Voicemail	Enabled	Incoming MMS	Enabled
Outgoing MMS	Enabled	Premium Content	Disabled

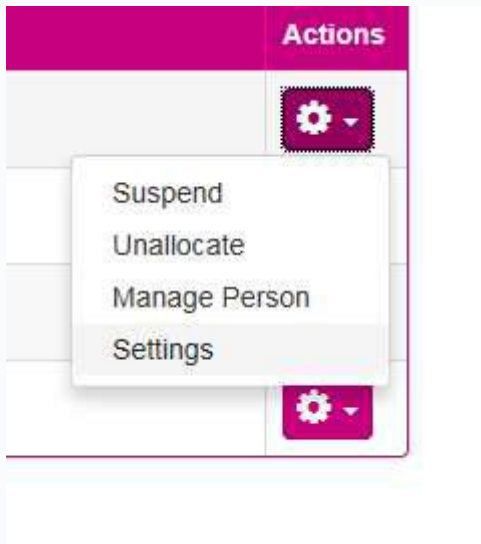
Mobile Data

Mobile Data	Enabled	Adult Content	Disabled
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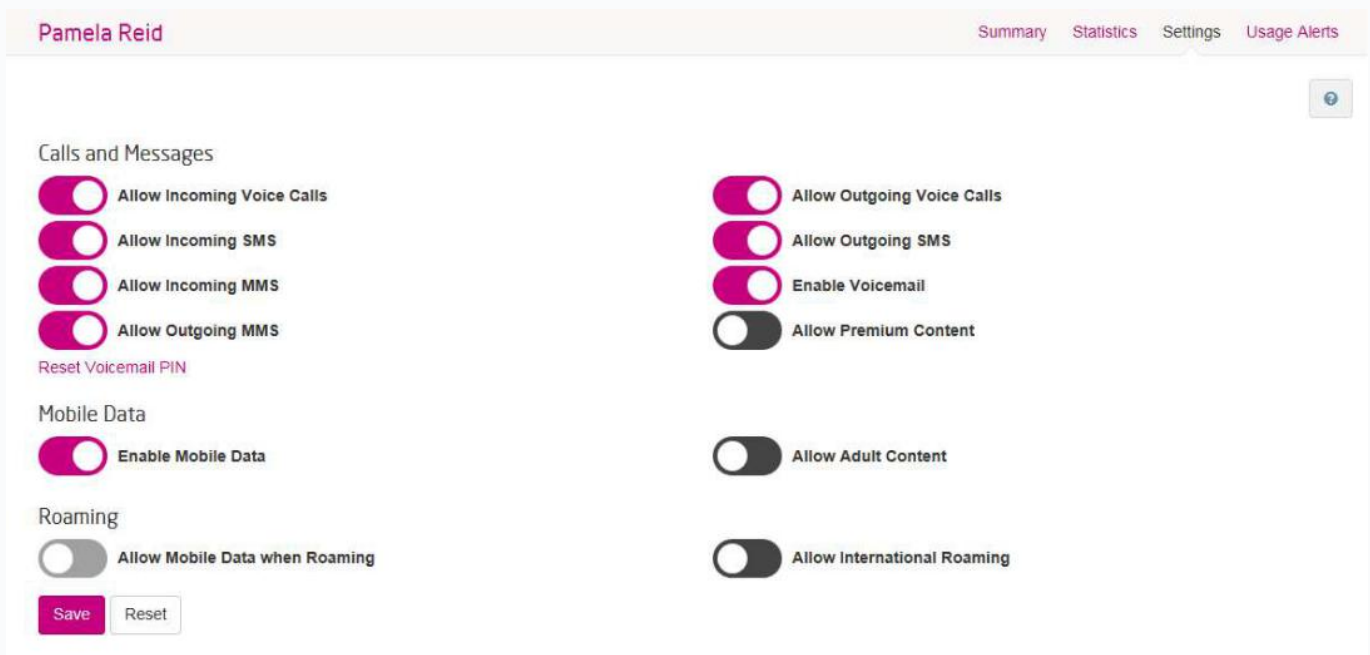
Roaming

Mobile Data when Roaming	Disabled	International Roaming	Disabled
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To make any changes click on “Configure”. This will take you to the settings page for that number. You can also access the settings page for that number from the original dropdown options on the number page. Under the actions tab dropdown.



Either route will take you to the settings page for that number. This page will show you the user the number is assigned to and also a number of service options that can be changes easily by using the toggles. One point to note, you cannot activate Data when roaming unless you have Mobile Data active, but the portal will alert you to this should you try to do this.



Once you have made the changes required by using the toggles, simply click the “save” button.

## Confirm Settings Change



The following settings will be changed to:

Voicemail **Disabled**

International Roaming **Enabled**

Incoming SMS **Disabled**

Incoming MMS **Disabled**

Mobile Data **Disabled**

Please confirm that these new settings are to be applied to **07458081729** for **Pamela Reid**


Confirm

Cancel

You will then be displayed a summary page to highlight the changes you wish to make. If you have checked these and they are correct then you can click “confirm”.

You will then be presented with two banners, one to confirm the new settings and the other to inform you these changes are currently pending.

 The new settings have been submitted.

 There are currently pending changes on these settings. You will receive a notification once they have been applied to the network.

Please note these pages can also be accessed and changes made by going via “People” on the menu bar and selecting “manage” from the actions dropdown choices.