



User Guide

What is Mobile More?

Telehop Mobile More is a "call-back" service that can be used for making local and long distance calls on your cell phone.

How Mobile More Works

Telehop Mobile More is an add-on to your existing mobile plan. You will be billed each month by Telehop Communications Inc. Do not cancel your existing cell phone provider plan. Telehop Mobile More works with ALL cell phone providers, but provides the most benefit if you have free incoming or "My Fav" options with your current provider.

Steps To Using Mobile More:

1. Using the cell phone you have registered for the service, dial your Mobile More local access number-

Toronto: 416-309-0385

Vancouver: 778-329-4114

2. Wait for three seconds then hang up immediately (do not wait for the ring tone).

3. Mobile More service will call you back.

4. Answer and then dial the number you wish to call. Do not press "send" or "#" after you have dialed the number.

If your call does not connect, hang up and start again from Step 1.

Helpful information when using Mobile More

Cell Phone Service Plan - We recommend that you have a service plan that includes unlimited incoming calls. This ensures that when you are using Mobile More to make calls, you will not be charged for airtime minutes from your cell phone service provider.

Service plans that include unlimited calling to a defined set of "favorite" numbers are also recommended.

"My Fav" Service Plans - If you are on a cell phone plan that includes unlimited calling to a pre-defined set of phone numbers, please call your current cell phone service provider to add your Mobile More local access number to your "favorite" list. This is to ensure that when using Mobile More to make calls, you will not be charged for airtime minutes from your cell phone service provider.

Call-Back Delay - After you call the Mobile More access number and hang up, Mobile More should call you back immediately. If the service does not call you back and you receive a voicemail instead, it is because you did not hang up quick enough after you called the access number in Step 2. In this situation, you should try again from Step 1.

Blocked Caller ID and *67 - In order to use this service, please make sure that your phone number (caller ID) is not set to "Block". Check your phone settings before using this service. Do not use *67 before dialing the Mobile More access number.

If you have any questions or require technical assistance, please call us at: **1-888-825-5155**.