# Questions

## Question One

Seo-yeon Kim (asks)

### Can you find my IMEI number?

I had my mobile phone stole yesterday from a backpacker’s hostel and so now I need to file a police report so I can make a claim with my travel insurance company. The police report requires my IMEI number but I don’t have any of my phone paperwork with me. How can I get hold of this number?

**Tags**: phone, IMEI

Ken Kelsey (replies)

Hi Seo-yeon, I can provide that for you, however you have purchased a few phones from us and I need to identify which phone you have lost. You can either answer me here, or phone our support desk on +01 10101010 and they can give the correct IMEI to you.

## Question Two

Oliver Sutherland (asks)

### How can I get overseas roam on my phone?

I'm taking off overseas for a few years and want to stick with my current phone. What is my best and cheapest option for using my phone overseas?

**Tags**: phone, roaming,

Sarah Jones (replies)

Hi Ollie, Easily done! You need to contact us and request we turn on global roaming. You can either do this by completing our online request form, or you can call our great support team 24/7 on +01 1010101 from any country. Once the paperwork's complete your global roaming will be activated within 24 hours and will stay active until you tell us to turn it off, although by the sound of it that won’t be for a long time.

Melissa Roberts (replies)

Have a great time travelling Ollie. Let me know if you make it to my part of the globe and perhaps we can finally meet in the “real world”! Bon voyage!

## Question Three

Fatma Ali (asks)

### Does anyone know how to find my IMEI number on my IPhone 5?

I have an IPhone 5 and need to give my IMEI number to my employer for their records. Where can I find it?

**Tags**: iphone, IMEI

Joe Blackburn (replies)

Hi Fatma,

You can find it under “Settings” -> “General” -> “About”.

Fatma Ali (replies)

Ah yes of course! Also simple when you know the answer! Thanks Joe, you’re awesome.

## Question Four

Oliver Sutherland (asks)

### Where can I find the lock code of my phone?

My nephew got hold of my phone last night when I wasn’t looking and I think he must have changed my lock code or pushed too many buttons and now I’m locked out for good. Where can I find the lock code of my phone?

**Tags**: phone, lock code,

Sarah Jones (replies)

I can see why you’re frustrated! You’re original lock code should still work, unless your nephew did indeed change it. Start by turning your phone off and on and trying your original lock code. It sounds simple and boring, but if he had a good go pressing random buttons, your phone might just need a bit of time out to work. If that doesn’t work then call our great support team 24/7 on +01 1010101 and we will help you change the lock code.

Oliver Sutherland (replies)

Turn off and on worked a treat. Cheers!

## Question Five

Melissa Roberts (asks)

### Can I get international roaming really QUICKLY!

I’m at the airport and about to go overseas to Thailand in an hour and just realized I haven’t set up international roaming. Help!

**Tags**: phones, roaming,

Joe Blackburn (replies)

Shouldn’t be a problem Melissa, check out [this post] which will show you how to get it activated fast. Safe travels and enjoy the food and culture and weather of beautiful Thailand.

Sarah Jones (replies)

I’m not sure how long you’re travelling for Melissa, however international calls are covered in our monthly plans, so if you’re only away for a short vacation and only expect to make a few calls it shouldn’t impact on your bill at all.

Melissa Roberts (replies)

I’m only away for one week vacation – my first full moon beach party – so I will just go with my plan. As long as I can receive calls from my anxious parents and partner, then I’m all good. Boarding call! Thanks Sarah, just in the nick of time. ☺

## Question Six

Alan Wright (asks)

### How can I prolong my IPad battery life?

I think I have too much stuff on my IPad because my battery is really short. Any suggestions?

**Tags**: ipad, battery,

Joe Blackburn (replies)

No battery life = no fun. Check out the checklist that has been added to this popular discussion point and let us know how you go.

## Question Seven

Angel Dang (asks)

### Can I swap my SIM card to a nano?

I broke my old phone which used a SIM card and my new phone has a nano chip instead. Can I swap without losing all my data?

**Tags**: phone, SIM,

Ken Kelsey (replies)

You absolutely can Angel! Simply get a blank Nano SIM card and then we can do the rest. Anova can either send one out using snail mail or you can get one from one of our stores. Once you have the Nano SIM we can activate it over the phone and attach your existing number. If you do choose to go to a store, one of our Anova gurus can set it all up while you enjoy a free tea or coffee at our popular Kudos Café.

Camille Bertrand (replies)

I highly recommend the white chocolate and macadamia muffins at the café. ☺

Lee Wong (replies to Camille)

Oh Camille, you have to try the super duper triple chocolate muffins instead. Sublime!

(Camille Bertrand likes Lee Wong’s reply)

## Question Eight

Ailsa Meng (asks)

## How can I unlock my Apple IPhone?

I have an IPhone4 that I am using with an Anova plan, however I didn’t purchase the phone through you guys. How can I unlock it?

**Tags**: phone, unlock, iphone,

Sarah Jones (replies)

Anova can only unlock phones that have been purchased through us, however if you complete our online request form or phone us we will forward the request to Apple. It is essential that you provide us with your phone IMEI when completing the form or contacting us. You will find this number under “Settings” -> “General” -> “About”, however since you’re locked out you should check your paperwork for the phone or contact us to get this number for you. Once we have this information we will send it to Apple and they will unlock your phone and send you confirmation via email, usually within takes 2-4 days. Once your phone is unlocked you will need to do a Full Restore using ITunes.

# Events

Notes on events: It would be nice if the event dates could be updated for each release so they don’t get too out of date.

## Event one: Lumia 920 Fan Club

Sarah Jones added this event…

**Title**

Lumia 920 Fan Club

**Details**

Learn about the Top Ten Best New Features of the Lumia 920 and meet with other Lumia 920 fans. Free pizza provided.

**Start Date**

03/13/2013 6pm

**End Date**

03/13/2013 8pm

**Tags**

Lumia 920, phones

**Country**

United States

**Region**

California

**City**

Orange

**Address**

12 North Blake Street

**Postal Code**

CA 92867

**Send Invites to**

-

**Options**

Public event

**Maximum Attendees**

No limit

Attending…

Melissa Roberts, Sarah Jones, Lachlan McKenzie, Zhang Chan, Mike Thomas

## Event Two: iPhone 5 Fan Club

Ken Kelsey added this event…

**Title**

IPhone Fan Club

**Details**

Learn about the Top Ten Best New Features of the IPhone 5 and meet with other IPhone 5 fans. Free pizza provided.

**Start Date**

03/25/2013 6pm

**End Date**

03/25/2013 8pm

**Tags**

Lumia 920, phones

**Country**

United States

**Region**

California

**City**

Orange

**Address**

12 North Blake Street

**Postal Code**

CA 92867

**Send Invites to**

-

**Options**

Public event

**Maximum Attendees**

No limit

Attending…

Bill Smith, Sarah Jones, Oliver Sutherland, Ailsa Meng

## Event Three: Anova Guru Party

Sarah Jones added this event…

**Title**

Anova Guru Party

**Details**

Anova wishes to thank our top ranking social participants with an old fashioned party. International Gurus and those who cannot attend this event can contact us to obtain a thank you gift voucher.

**Start Date**

03/20/2013 6pm

**End Date**

03/20/2013 8pm

**Tags**

Events, gurus

**Country**

United States

**Region**

California

**City**

Orange

**Address**

12 North Blake Street

**Postal Code**

CA 92867

**Send Invites to “Select Friends”**

Joe Blackburn, Jacques DuPont, Sarah Jones, Ken Kelsey, Lachlan McKenzie

**Options**

N/A

**Maximum Attendees**

No limit

Attending…

Joe Blackburn, Sarah Jones, Ken Kelsey, Lachlan McKenzie

# Groups

## iPhone 5 Fans

A group specifically for passionate iPhone 5 users.

## Lumia 920 Fans

A group specifically for passionate Lumia 920 users.

## Windows Phone 8X Fans

A group specifically for passionate Windows Phone 8X users.

# Discussions

## Discussion One: Prolonging the life of my IPad battery

Fatma Ali (starts)

**Title**

Prolonging the life of my IPad battery

**Topic**

The battery life of my IPad keeps getting shorter and shorter. Apart from the battery life it is working great, so I think there are probably some settings I can change to improve it. Does anyone have a suggestion or two? Thank you in advance.

**Tags**

IPad, battery,

Jacques DuPont (answers)

If you don’t need WIFI or cellular data then turning these features off can really improve your battery life. I only turn this feature on when I’m going out and about but mostly I use my IPad at home. To turn it off go to “Settings" -> "WiFi option" or "Cellular" and tap the “Off” switch.

Ailsa Meng (answers)

Another battery saver is changing the way your IPad fetches data. You can set it to either fetch data manually or automatically. Fetching data manually is the best option for increasing your battery life because new data will only be fetched when you manually request it for each application. However if you’re like me and you like to start the morning with all your newspapers pre-downloaded, then I’d suggest you increase the fetch frequency to Hourly.

You can make these choices under “Settings” -> “Mail, Contacts, Calendars” -> “Fetch New Data”.

You can also choose to turn off Push here which will be useful if you receive lots of emails and instant messages.

Mike Thomas (answers)

And don’t forget to keep up-to-date with the latest software updates.

Sarah Jones (answers)

Some great responses so far. I would suggest that you turn on the auto-lock feature so your IPad turns its screen off when you are inactive for the time interval you specify. The shorter the interval you choose, the longer your battery life will be.

Go to "Settings" -> "General" -> "Auto Lock" and choose a short interval of time.

Fatma Ali (replies)

Lots of great advice with fabulous results. Thanks everyone.

## Discussion Two: Ways to reduce my Lumia 920 data usage

Zhang Chan (starts)

**Title**

Ways to reduce my Lumia 920 data usage

**Topic**

My data usage has spiked since I changed to the Lumia 920. Can I have some tips on reducing it.

**Tags**: Lumia 920, Nokia, data

Lachlan McKenzie (answers)

I have two solutions that will reduce your data usage:

1. Turn off data roaming by swiping left and choosing “Settings” -> “Mobile network” and go to “Data roaming options” and select “don’t roam”.
2. Download content manual rather than have your phone do it at a set interval by tapping on each of your mail accounts and then tapping on the 3 dots (...) that display at the bottom right of the screen. Select “Settings” -> “Sync settings” and tap “Download new content”. Select “Manually” to download content manually or select a longer time interval between data downloads.

Let me know how that works.

Melissa Roberts (answers)

I’d also check how frequently installed app’s download data. Go to “Settings” -> “Applications” and check each one.

## Discussion Three: Problem solving most mobile phones

Sarah Jones (starts)

**Title**

Problem solving most mobile phones

**Topic**

Here is the top three that will solve most of your problems with most of the phones supported by Anova.

1. Restart your phone. Don’t you just hate it when we ask you to restart your phone? Sounds just too easy right? Well I hate to say I told you so, but it really does fix most problems you will encounter, so please do try this before calling our team because this is always the first thing they will have you do!
2. Restore the factory settings under "Menu" -> "Settings" -> "About" and then select "Reset your phone". This is another simple fix but with a big impact.
3. Have the latest software. You can ensure you always know when new software is available by going to "Settings" > "Phone" > "Phone updates" and choosing "check for updates automatically”.

**Tags**: Phones, Lumia 920, Apple, Lumia, Nokia, Windows, Windows Phone 8X, IPhone

Lachlan McKenzie (replies)

Just be sure to back up your contacts and data first before doing either of the last two options. Better safe than woefully sorry!

Zhang Chan (replies)

Too right Lachlan. I forgot my backup last week and something went wrong and I lost a bunch of photos. Sad times.

Sarah Jones (replies)

Great advise Lachlan, thanks.

Zhang, please contact support desk on +01 10101010 and they will try to help you recover your lost photos.

Zhang Chan (replies)

Big thanks to Mike Thomas for helping me recover my precious photo memories. Your support team totally rock!

## Discussion Four: What are the 10 best mobile phones for 2013?

Mike Thomas (asks)

**Title**

What are the 10 best mobile phones for 2013?

**Topic**

I'm absolutely in love with the look of my friend's new Motorola RAZR i and I'm considering buying one for myself.

Before I do, what other phones should I be comparing it with?

**Tags**: Phones

## Discussion Five: Anyone have the Microsoft Surface?

Mike Thomas (asks)

**Title**

Anyone have the Microsoft Surface?

**Topic**

Does anyone have the Microsoft Surface yet? What do you think?

**Tags**: Microsoft Surface

Sarah Jones (replies)

I’m really interested in everyone’s replies to this thread and will be allocating 3 bonus points to the top three answers!

Jacques DuPont (replies)

What if I have a bad review Sarah … can I still earn the extra points?

Sarah Jones (replies)

Absolutely Jacques! Anova is an independent supplier who supports our customers – not our suppliers. So bring it on… whether it’s the good, the bad or the ugly. ☺

Jacques DuPont (replies)

Well it sure isn’t the ugly! Microsoft Surface is a stunning looking tablet. I first played with the Surface when I was at a Tech conference in Italy last year and I loved the high quality look and feel. It is truly in the feather weight category which appeals to me as I have a shoulder injury that makes lugging heavy laptops a painful venture.

However… once back home I did some more research and am not convinced that it offers me more than my current Ultrabook and, after borrowing a friend’s for the weekend, I found it go very hot and didn’t have great battery life.

Camille Bertrand (replies)

What’s not to like. Skinnier than a supermodel, prettier than a picture and really affordable. I haven’t looked back since buying one.

Angel Dang (replies)

I’m definitely no tech head. Don’t ask me about specifications or RAM or any other male animal… however I can say that when I accidently dropped it off my first floor balcony late last Saturday night (don’t ask!) it was working just fine when I recovered it from the soggy lawn below. What’s more, the photo I was uploading at the time had finished uploading by the time a retrieved it. I’m giving it a Tonka rating of 10/10!

Sarah Jones (replies)

Three points to Jacques, Angel and Camille. Thanks.

## Discussion Six: What do you think of the IPad mini?

Alan Wright (asks)

**Title**

What are the 10 best mobile phones for 2013?

**Topic**

I have had my iPad mini a few months now. I really like the size, it feels like my IPad just had a cute little baby iPad. What do others think?

**Tags**: Apple, IPad mini, IPad

Sarah Jones (replies)

I’m really interested in everyone’s replies to this thread and will be allocating 3 bonus points to the first three reviews!

Lee Wong (replies)

Initially I was concerned that the smaller screen size would compromise the usability of my favorite app’s but they all looked great, if not better, that on my IPad. It has also proved a real hit with my children because the size is easier for them to hold and the commands for some of their games are now easier to use because they are closer together. Thumbs up from me!

# Blogs

### Community Blog

Title: Community Blog

Make Public: Yes

Authoring Mode: All Bloggers

Allow Comments: Yes

Syndicate Blog: Yes

#### Blog Post One: Be a good Anova Community citizen

Sarah Jones (writes)

**Title**

Be a good Anova Community citizen

**Body**

Help us keep the Community a positive place.

If you see posts that violate any of the Community Guidelines or the “Do’s and Don’ts”, please report the post by clicking “report abuse” links.

**Tag**: community

#### Blog Post Two: Community …… . . . . . .

Joe Blackburn (writes)

**Title**

Phones ahoy! What our Anova peeps are buying

**Body**

Looking around the office at Anova the last few days and I have noticed a definite trend towards android phones over the last year. Why is that I wonder?

Perhaps it is because at Anova we are drawn to the latest phones and always looking to try out a new product to help us learn and to pass our knowledge to our customers. Anova encourages this by providing staff with three new phones each year.

**Tag**: products, phones,

#### Blog Post Three: Community …… . . . . . .

Alan Wright (writes)

**Title**

Meeting with Sarah Jones

**Body**

I dropped into the Anova headquarters last week to meet with Sarah Jones. Turns out that when you meet her in person she is twice as clever and three times as passionate about the Anova community as online – if that’s possible! Sarah has some great initiatives coming up in the next quarter that are sure to excite everyone.

Stay tuned!

**Tag**: community

### Ken Kelsey

Title: Ken Kelsey

Make Public: Yes

Authoring Mode: Personal

Allow Comments: Yes

Syndicate Blog: Yes

#### Blog Post One:

Ken Kelsey (writes)

**Title**

New IPad app’s

**Body**

The lunch room at Anova has a bunch of IPad’s and IPad Mini’s that allow staff to enjoy a read or play a game (shhh… don’t mentions the games to the boss! ☺ ) that help us “research” what’s new and interesting. Feel free to drop by and have a play anytime.

**Tag**: IPad, IPad Mini,

#### Blog Post Two:

Ken Kelsey (writes)

**Title**

New Members on our Support Desk

**Body**

Anova just keeps getting bigger and so we are expanding our help desk by two additional staff. If you are an obsessive geek who really needs to get away from that computer (just one more click) and keeps up to date with all the latest phone technology and trends, then we want you! Contact our HR department today.

**Tag**: support, phones,

### Sarah Jones

Title: Sarah Jones

Make Public: Yes

Authoring Mode: Ghost Writer

Allow Comments: Yes

Syndicate Blog: Yes

#### Blog Post One:

Sarah Jones (writes)

**Title**

xxx

**Body**

xxx

**Tag**: support, phones,

#### Blog Post Two:

Melissa Roberts (writes)

**Title**

xxx

**Body**

xxx

**Tag**: support, phones,

#### Blog Post Three:

Melissa Roberts (writes)

**Title**

xxx

**Body**

xxx

**Tag**: support, phones,