Android Smartphone & Tablet User Guide

TIPS

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Free Smartphone Workshop

APPS & widgets

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Learn how to operate the latest smartphones and tablets www.pccw-hkt.com

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HKT - a PCCW Group member



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1. Mobile Data Setting

Simply follow the steps below to activate your smartphone's mobile data function:



> "Mobile networks" > "Access Point Names"

the Access Point Name (APN) as "PCCW"

please enter the following: - Name: PCCW - APN: pccw

When the above settings have been made, you can enter http://m.pccw-hkt.com in your browser for infotainment service content, or enter URLs for other websites.

🖬 🔝 🗧 📓 🛋	15:25
🔯 Edit access point	
MMSC http://3gmms.pccwmobile.com:8080/was	>
MMS proxy 10.140.14.10	>
MMS port 8080	۲
MCC 454	۲
MNC 19	\bigcirc
Authentication type	>
APN type default,mms,supl	>
APN protocol IPv4	۲
Enable/disable APN APN enabled	

For MMS settings, please refer to the steps below:

- MMSC: http://3gmms.pccwmobile.com:8080/was

- MMS proxy: 10.140.14.10
- MMS port: 8080



2. Wi-Fi Setting

a. PCCW Wi-Fi Auto Connect¹

PCCW Wi-Fi hotspots² can be found at convenience stores, coffee shops, key MTR stations, Airport Express stations and trains, shopping malls, PCCW phone kiosks, universities and other institutions of tertiary education. PCCW-HKT mobile service's exclusive Auto Connect feature saves your time and provides an enjoyable high-speed surfing experience. After simple <u>one-time setup</u>, your device will automatically switch from mobile data to Wi-Fi whenever PCCW Wi-Fi is detected – without having to login every time³.

Wi-Fi Auto Connect App Setup



Notes:

Go to "Google Play", search for "PCCW", then download and install "WiFi Auto Connect" App⁴.

Simply open the "Wi-Fi Auto Connect" App and enter your mobile number and password⁵.

Remarks:

- 1. Only applicable to Auto Connect package subscribers with designated service plans.
- 2. You can find Wi-Fi hotspot locations at www.pccwwifi.com.
- 3. If you move outside Wi-Fi coverage, your handset will auto connect to mobile data.
- 4. Mobile data charges apply when browsing and downloading the "Wi-Fi Auto Connect" App from Google Play.
- 5. If you have not changed your password, the default password will be the first 6 digits of your HKID/passport/BR number. If you've forgotten the password, please dial *111# on your handset to reset password.

Manual Setup 2 3 41 🗎 < 🔯 Wi-Fi < 🔯 Wi-Fi () PCCW PCCW1x SIM Show advanced options Cancel Connect 0 🕀 Add Wi-Fi network

While within PCCW Wi-Fi coverage, go to Settings > "Wi-Fi", turn ON "Wi-Fi", then select "PCCW1x" EAP method: Choose "SIM"

Wi-Fi icon will appear and status will show "Connected"

If "SIM" is not available for EAP method, please follow the steps below to setup Wi-Fi.





Wi-Fi icon will appear and status will show "Connected"

Choose "PEAP" for EAP method.

Identity:

Enter your mobile number followed by: @peap.pccwmobile.com e.g. 87654321@peap.pccwmobile.com

Password:

If you have not changed your password, the default password will be the first 6 digits of your HKID/ passport/BR number:

Then click "Connect".



b. NETVIGATOR Home Wireless

If you subscribe to NETVIGATOR Home Wireless service, you can follow the steps below to set up Wi-Fi at home.



After setup is complete, you will see the Wi-Fi symbol at the top of the screen.

Remarks: This service is applicable only to NETVIGATOR Home Wireless service subscribers.

3. Internet Tethering Setting

Internet tethering enables multiple users to connect at the same time. You can connect your device via USB, Bluetooth or Wi-Fi.



Select "WPA2 PSK" for security and enter a password for the Wi-Fi hotspot.

Remarks:

> "Tethering and portable hotspot"

 Internet tethering is applicable to certain devices with designated service plans, other service plans will be charged according to mobile data usage.
 Procedures and options may vary according to handset design.
 Activating portable Wi-Fi hotspots will consume more power.
 If a designated smartphone or tablet is out of the data connection coverage of the sharing device, it will connect to a mobile network and incur mobile data usage charges.

4. Email Account Setting

If you need to set up other email accounts, such as Hotmail and Yahoo! mail, please follow the instructions below.



Remarks: The setup steps above may vary between different versions of firmware and devices. For details, please contact your handset manufacturer.



5. Network Timezone Setting

Timezone ensures the clock shows an accurate local time whether you are in Hong Kong or overseas.



Go to "Settings" > "Date and time" Tick "Automatic date and time". Hong Kong time will be shown while in Hong Kong. Local time will be shown while overseas.

6. Disabling Local Mobile Data Function

You can disable the local mobile data function on your device by following the steps below:



"Tick" to enable mobile data.

Remarks: Procedures and options may vary according to handset design.



7. Exclusive infotainment service content & Apps

a. Shortcut Setting

Infotainment service content (m.pccw-hkt.com) provide the following exclusive contents: NOW TV, NOW SPORTS, MOOV, MU Mobile, News, Entertainment, Lifestyle, Mingle, EasyCare, Service and Mobile YP.



Play and download

"PCCW mobile portal".



Press "PCCW mobile portal" at "Apps".



Tap and hold the icon then move it to home screen.

b. Exclusive Mobile Apps & Widgets

PCCW-HKT mobile service has developed a series of exclusive apps. Search for "PCCW" at Google Play and download them now!

CCW HKT



My Account Check PCCW-HKT mobile service customers can check unbilled voice usage, data usage and top-up local and roaming mobile data usage anytime*.

* Local mobile data top up feature is only applicable to designated PCCW-HKT service; Roaming mobile data top up feature is only applicable to All-in-one Roaming Passport (Daypass) subscriber.



eBookstore Offers more than 1 000 latest ebooks, magazines and comics



News always ON Provides daily local, international and financial news from **NOW** NEWS.



Service Manager Helps you check PCCW-HKT mobile service settings.



Sports Always ON Provides update football matches video highlights plus world sports headlines



RoamSave voice roaming service

Connect via Wi-Fi overseas and activate

RoamSave. You can then make/receive



Wi-Fi Auto Connect Helps your device connect automatically to Wi-Fi without having to login every time.



HD on mobile TV Player Provides simple viewing of NOW TV and now SPORTS channels.



Wi-Fi roaming service Provides a highly-convenient Wi-Fi roaming experience at your fingertips, enabling you to get connected at 2.9 million Wi-Fi hotspots.



Smart TIPs Provides a data calculator and useful tips on roaming, Wi-Fi, mobile data and other functions.



Apps Guide ers the hottest mobile apps recommendations for smartphone user

Terms & Conditions: · Applicable only to compatible handsets. Some services may incur additional service charges. • Downloading or browsing apps and widgets from different apps stores will incur mobile data usage, which will be charged for, or deducted from mobile usage. • Intellectual property rights relating to the Content belong to third-party content service providers and/or PCCW Mobile HK Limited. The Customer acquires no title, right or interest in the The Content could be under a state of the provide provide a and/or PCOW Mobile risk clinited. The Costoner acquires in this relating to interest in the opinion of PCCW Mobile HK Limited is inconsistent with the ownership or proprietary rights relating to the Content. • PCCW Mobile HK Limited makes no representation or warranty as to the accuracy, integrity, purpose, usefulness, timeliness or legitimacy of the Content. Risk relating to use of the Content (including but not limited to loss of data or loss of use of equipment) is the responsibility of the Customer. • Any material, view, comment or opinion increasing out not initiated at loss of basic of tasks of loss or liability in this regard. PCCW Mobile HK Limited reserves the right to revoke the licence to use in the event of non-compliance with any of these terms and conditions by the Customer or any user. Furthermore, PCCW Mobile HK Limited may add, vary, edit, delete or withdraw any of the Content at its business discretion. • These terms and conditions are in addition to PCCW-HKT mobile service's General Terms and Conditions for Subscription.

Set widget on desktop



Tap and hold your favourite at "Widget"



news always ON Provides daily local, international and financial news from NOW NEWS

Sports always ON Updates football matches video highlights plus world sports headlines

Apps Guide always ON Updates information carried by the latest Apps Guide, which includes ranking of Apps and recommendations

The widget, will then be placed on the home screen

Remarks:

- · Actual procedures and options may vary between handset models.
- Refreshing widget updates and reading widget content may incur a local mobile data charge, depending on the service plan you have subscribed to. Please call our CS hotline on 1000 for details of your plan.

c. uHub - Cloud-based Storage

uHub cloud storage is a revolutionary cloud-based digital content storage service from PCCW-HKT. Instead of storing information on your computer's hard drive, you can now save data in our uHub storage external cloud storage system, all with the utmost convenience and flexibility. Saving your media files in a cloud storage system enables you to retrieve them at any location served by Internet access. Also, uHub's transcoding feature enables you to stream your videos to any iOS or Android-based portable device, whether a smartphone or tablet.



Search for "uHub" at Google Play, download and install it. Open uHub apps and choose "free sign up" for registration.



Remarks: Browsing and downloading apps from Google Play will incur a local mobile data charge.



8. Short Codes a. Call Forwarding

	To activate	To cancel	
All call forwarding	* 2 1 * phone number/ mobile secretarial service number/ voice mail number/ #	##21#	
Busy call forwarding	**************************************	##67#L	
No reply call forwarding	**************************************	##61#	
Unreachable call forwarding	**************************************	##62#	
Call forward cancellation	##002# ~		
Remote Call Forward	 Call our customer service hotline 1000 Logon to www.pccw-hkt.com > My Account > Service Setting > Remote Call Forward 		

• The premium mobile secretarial service call-forwarding number is the same as your personal secretarial number • The mobile secretarial service call-forwarding number is 6 4 4 6 0 0 0 2 (English) /

6446 0000 (Chinese) • Voice mail number: 6388 0000

b. Call Waiting

c. Voice Mail	
₹43#	#43#
Activate	Cancel

Using handset	Using any touch-tone phone
 Press \$ 9 2 to access the voice mail menu directly Press \$ 9 0 to listen to your message directly 	6388 0000

* Voice mail service retains unread messages for seven days and read for three days.

d. Unbilled Airtime & Mobile Data Usage Inquiries

- (1) Press (139#) (English) / (138#) (Chinese) to receive usage SMS
- (2) Use handset to login to m.pccw-hkt.com > "My Account Check" to check unbilled usage
- (3) Use "My Account Check" apps to check account details and unbilled usage
- (4) You can also go to www.pccw-hkt.com to check the last three month's bills

e. Reset Password*

• Press **%111**#

Remarks: * Change of password is applicable to voicemail, PCCW Wi-Fi, Roaming Wi-Fi, CS hotline and "My Account Check" If you are 2G customers, please dial*92 to change voicemail password.



9. RoamSave and Roaming Service Useful Tips

a. RoamSave Voice Roaming Service

PCCW-HKT mobile service proudly presents RoamSave - a roaming voice service, based on Wi-Fi connectivity, that offers FREE voice call minutes for calling Hong Kong when roaming round the world.

Download RoamSave Application:

- · Before leaving Hong Kong, go to the Google Play, search "PCCW" and download the "RoamSave" App
- · After downloading, select the "RoamSave" App from menu and follow the steps below to use "RoamSave"



Before using RoamSave overseas, please ensure Wi-Fi is ON and choose your local Wi-Fi network. You may be required to input user name and password in some Wi-Fi networks.

9	Phone Cor	€ Ç≠ Itacts Call Lo	nil 🕶 15:17 og More
	1	2 ABC	3 DEF
	4 GHI	5 JKL	6 MNO
	7 PQRS	8 TUV	9 wxyz
	×	0 +	#
	6	• σ	0
-	All incomin connected	g calls are via Roam Save	ON

After switching on the RoamSave application, turn the button to "GREEN". When the RoamSave icon is shown on top, you can make or receive calls via RoamSave. (Please stay within strong Wi-Fi coverage during a conversation)

Using RoamSave to call overseas:

- Calling HK: Dial the phone number directly. There is no need to enter the country code 852
- Calling other countries: As if you make IDD call in Hong Kong, press 001/0060 followed by country code / phone number (Subscribers must also register for International/China Roaming Services)

Receive calls via RoamSave:

When calls are received via RoamSave, the RoamSave icon will appear on the screen. Ensure Wi-Fi is connected, then press "Accept" to answer the call.

Remarks:

Download the application will incur local mobile data charge, while roaming data charge will incur in overseas. RoamSave supports selected handsets with Android 2.1 or above. RoamSave service is only available to PCCW-HKT mobile service subscribers and is provided to you under the terms and conditions of your mobile service contract. No charge is made for making outgoing calls to any Hong Kong phone number or receiving incoming calls from anywhere in the world via RoamSave. IDD charges will apply if making calls to non-Hong Kong phone numbers, and local voice call minutes will be deducted/charged for the duration of such a call during all calls. Charges for Wi-Fi connectivity and IDD charges (if any) are additional. RoamSave cannot be used for emergency calls while you are abroad, so please make emergency calls via your regular voice roaming service. However, you can use RoamSave to make emergency calls in Hong Kong. Upon your use of the RoamSave service, we shall use your PCCW-HKT mobile service number for verifying your eligibility for the RoamSave service, and for the billing of your use of the RoamSave service. com/roamsave for details.





PCCW Wi-Fi Roam Connection Manager b.

Our newly-launched PCCW Wi-Fi Roam Connection Manager places a highly-convenient Wi-Fi roaming experience at your fingertips, enabling you to get connected at 2.9 million Wi-Fi hotspots when traveling in Greater China, Asia Pacific, Europe and North America.





After downloading, enter your username and password* and select "PCCW mobile" as the domain.



When you logon at a Wi-Fi hotspot overseas via PCCW Wi-Fi Roaming, you can connect with just one click.

Remarks:

FREE App.

- If you have not changed your password, the default password will be the first 6 digits of your HKID/passport/BR Registration number. If you have forgotten your password, please dial *111# on your handset to reset the password.
- Downloading the application will incur a local mobile data charge, while roaming data charges will be incurred overseas.
- You are required to register for IDD and International Roaming service to utilize International Wi-Fi Roaming
- For coverage information, charge details and terms and conditions, please visit www.pccwmobile.com/wificm.

All-in-one Roaming Passport (Day Pass) c.

Wi-Fi Roam" and download the

This enables you to enjoy mobile data, Wi-Fi and RoamSave voice roaming service. Users can also benefit from a special rate of \$1.9^ per minute for standard voice roaming calls in mainland China. Subscription methods:

- 1. Call our 24-hour Customer Hotline
- 2. Press the following short codes on your handset: 🛠 120 🛠 1 # 🕓 for \$88 Day Pass

Remarks:

 Applicable only to customers subscribing to the All-in-One Roaming Passport (Day Pass) from June 26, 2012 onwards.
 Only applicable to designated sevice plan and you are required to register for IDD and International/China Roaming service to enjoy this offer. For coverage information, charge details and terms and conditions, please visit www.pccwmobile.com/rp.

Ы Making Voice Calls while Overseas

While abroad, you can use your mobile phone to make roaming and local calls with the utmost convenience.

- Making calls to Hong Kong: Press + 852 Hong Kong call number
- Making local calls: Enter local call number
- Making calls to other countries: Press + country code regional call number

Remarks: Normal basis voice roaming charges apply.

e. Connecting to Local Networks while Roaming

When overseas, your handset will automatically select a local roaming network. If no network is detected, you can select one manually.



Remarks: Procedures and options may vary between handset models. For details, please refer to the handset manufacturer or handset manual.

f. Roaming Mailbox Services

- When you want to access your voice mailbox from overseas, please press
 8.5.2.6.3.8.8.0.0.0.0
 Once you are connected, follow the instructions to enter your mobile phone number and password to listen to voice messages (the procedure is the same as when you access the voice mailbox from your fixed-line phone in Hong Kong).
- To ensure you can access voice messages, please call (>92) to set up your voice mailbox password before departure. You only need to set the password once.

Remarks: Normal voice roaming charges apply when accessing voice mailbox from overseas.

g. Listening to voice messages while overseas:

- Via handset you need to pay roaming charges when calling back to Hong Kong.
- Via a local fixed-line phone you will be charged an IDD fee. Charges depend on the service provider involved.
- No additional voice mailbox charge is incurred by receiving SMS while roaming.

h. Calling Hong Kong or Other Countries while Overseas

When roaming overseas, you can only use international long-distance telephone services provided by overseas network providers and not Hong Kong-based international long-distance telephone services (e.g. 001 or 0060).

Remarks: Normal roaming voice charges apply.

i. Use Secretarial Service while Roaming

If you are a subscriber of Secretarial Service, you can continue to use Secretarial Service while roaming overseas without additional fees*. To ensure your Secretarial Service is still in use while roaming, please note the following:

- Make sure you have set call forwarding to the Secretarial Service number in Hong Kong.
- If you have not set call forwarding to the Secretarial Service number, all missed calls will be routed to your voice mailbox while roaming.
- No additional charge is incurred by receiving SMS from Secretarial Service while roaming.

Remarks: * Not applicable to 2G customers. 2G customers need to pay two-way roaming charges.

j. Pay Attention to Mobile Data and Wi-Fi Signals

- When using Wi-Fi overseas, please pay attention to whether a Wi-Fi network is available or not. If the Wi-Fi signal is weak , your handset may switch to mobile data automatically and data roaming charges will be incurred.
- The Wi-Fi icon is displayed, meaning you are connected to Wi-Fi.
- 🚯 This icon is displayed, meaning you are connected to mobile data.

Remarks: The location and design of the Wi-Fi and mobile data icons may vary according to each handset design.

k. How to Avoid Unnecessary Roaming Charges

"More Settings"

- Cancel call-forwarding features by pressing # # 0 0 2 # S before departure in order to avoid paying two-way roaming charges.
- Activate the keypad lock function to avoid accidentally hitting the answer key and incurring unnecessary roaming charges (for details, please see handset instructions).
- Browsing Infotainment service (m.pccw-hkt.com) or other websites overseas will incur roaming data service charges and payment will be based on the amount of data usage. For details, please visit www.pccw-hkt.com
- Individual built-in Widgets with automatic connection to mobile data capabilities for application/information
 updates or email downloads may constitute normal mobile data usage. To avoid unnecessary data
 roaming charges, customers are advised to turn off automatic connection to mobile data capabilities
 <u>before departure</u>. Please take the following steps:



Untick "Data roaming" to disable the data roaming feature. Tick "Data roaming" to enable the data roaming feature.

Remarks: The setup steps above may between different versions of firmware and devices.



10. Customer Service

Customer Service Center

Our Customer Service Center offers convenient and comprehensive one-stop service to customers who would like to receive face-to-face customer service.

Address:	Hong Kong:	Causeway Bay: 10/F East Exchange Tower, 38 Leighton Road, Causeway Bay, Hong Kong	
		Wan Chai: Basement, Lockhart Exchange, 3 Hennessy Road, Wan Chai, Hong Kong	
		Sheung Wan (for personal customers only): 24/F West Exchange Tower, 322 Des Voeux Road Central, Sheung Wan, Hong Kong	
	Kowloon:	Mong Kok: 9/F, Mongkok Exchange, 37 Bute Street, Mong Kok, Kowloon, Hong Kong	
		Lai Chi Kok (for personal customers only): G/F Lai Chi Kok Exchange, 2 Yuet Lun Street, Lai Chi Kok, Kowloon	
		Tsim Sha Tsui (for personal customers only): 3/F Hermes House, 10 Middle Road, Tsimshatsui,Kowloon	
		Kwun Tong (for personal customers only): Suite E, 12/F Legend Tower, 7 Shing Yip Street,Kwun Tong, Kowloon	
	New Territories:	Tsuen Wan: G/F, Tsuen Wan Exchange, 303 Castle Peak Road, Tsuen Wan, NT	
		Yuen Long (for personal customers only): G/F Yuen Long Exchange, 3 Tai Yuk Road, Yuen Long, NT	
		Shatin (for personal customers only): Unit 1720-21, Level 17 Tower II, Grand Central Plaza, Shatin, NT	
Hours:	Mondays to Saturdays: 08:30 – 20:00 (for both personal and business customers) Sundays and Public Holidays: 12:00 – 19:00 (for personal customers only)		
Service Scope:	Bill inquiries Smartphone Service recor	Contract and Tariff plan inquiries workshop Lost phone/SIM replacement inect	
Technical Support:	al Support: • "Ultimate Data Safe" (Please call 2888 4496 for reservation) • Handset setting support/demo • Handset troubleshooting		

Hotline

24-hour PCCW Consumer Service Hotline : 1000 24-hour PCCW Business Customer Hotline : 10088 For account and customer service inquiries

Sales hotline: 2888 0008 (press 4) For general sales inguiries relating to PCCW-HKT mobile services and products

Torgeneral sales inquires relating to TOOW That mobile services

Online inquiries

Consumer Service Email Address : cs@pccwmobile.com Business Customer Email Address : bizmobile@pccw.com

PCCW Customer Services (official) on Facebook

🚰 PCCW Customer Services (official) 🔍

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