iOS
Smartphone & Tablet User Guide

APPS

DATA

TIPS

Short code

Wi-Fi

Free Smartphone Workshop

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HKT - a PCCW Group member

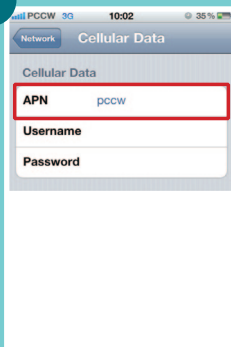# Content

1. Mobile Data Setting

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

1
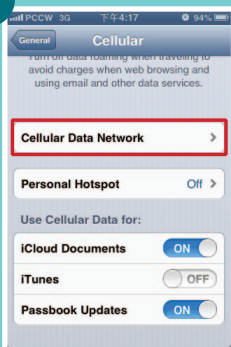
Enter " ⚙ Settings" > "General" > "Cellular" > "Cellular Data Network"

2

At the "Cellular Data" section, enter the below information:
APN: pccw

After completing the above settings, please <u>restart</u> your iPhone. Then you can enter the URL for infotainment service content (m.pccw-hkt.com) in your Safari browser to browse news and infotainment. You can also browse other websites by entering their URLs.

For MMS settings, please follow the steps below:
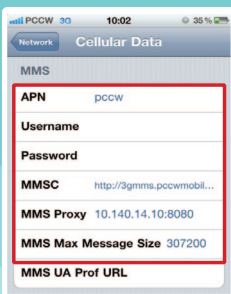
At "MMS" section, enter the information below:
• APN: pccw
• MMSC: http:// 3gmms.pccwmobile.com:8080/was
• MMS Proxy: 10.140.14.10:8080
• MMS max message size: 307200

2. Wi-Fi Setting

a. PCCW Wi-Fi Auto Connect[1]

PCCW Wi-Fi hotspots[2] can be easily 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 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 time[3]!

1
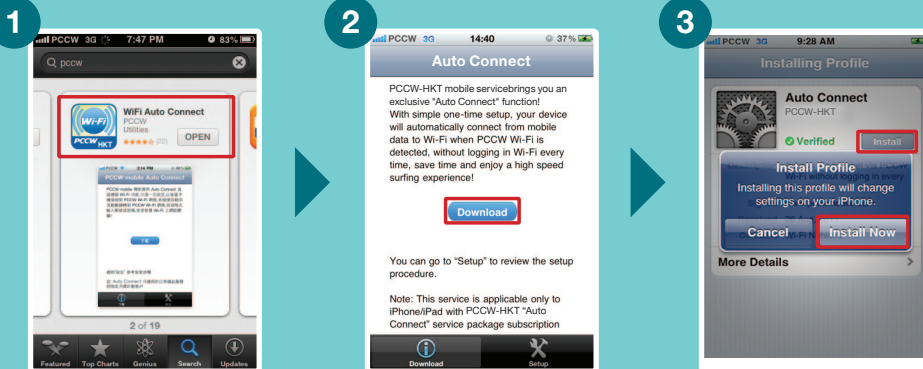
Go to App Store, search "PCCW" and select "Wi-Fi Auto Connect"

2

Open "Auto Connect" and select "Download"

3

Follow the steps to install "Auto Connect" profile

Setting up Auto Connect:

After completing the above installation, please go to any PCCW Wi-Fi hotspot and proceed with the following settings.

4

Under PCCW Wi-Fi hotspots, go to "⚙ Settings">"Wi-Fi"

5

Turn on Wi-Fi and choose "PCCW1x", then press ◑

6

Turn on "Auto-Join" to finish setup. Your iPhone will automatically connect to the PCCW Wi-Fi network when it detects coverage

Notes: 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. Please ensure you stay within PCCW Wi-Fi coverage for Auto Connect setup to work. If you move outside Wi-Fi coverage, your handset will automatically connect to mobile data. • The above setup may not be successful because of Apple's software updates or other factors. • If you have to re-download Auto Connect, you must remove all the original Auto Connect settings in "⚙ Settings" > "General" > "Configuration" and re-install with the steps above. • Downloading the application from App Store will incur a local mobile data charge, while a roaming data charge will be incurred overseas.

b. NETVIGATOR Home Wireless[1]

If you subscribe to NETVIGATOR Home Wireless service, you can follow the steps below to set up Wi-Fi at home.
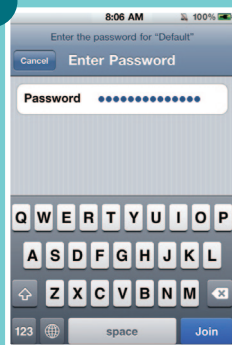
1
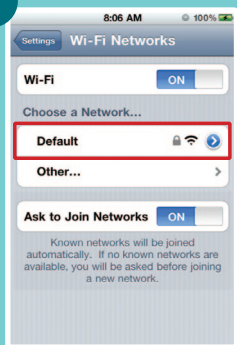
Go to "⚙Settings">"Wi-Fi" to turn on Wi-Fi. Choose NETVIGATOR's Home Wireless SSID (if you haven't changed your settings, the default network will be named as "Default")

2

Enter the Home Wireless password to complete the setup

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

3. Voicemail Speed Dial Setting

You can dial the following short code into your iPhone to set up your voicemail speed dial. After completion, you can simply press the speed dial button to reach your voicemail.


Set up:
✱✱5005✱86✱+852 6388 8892# 📞

Cancel the settings:
##5005✱86# 📞

Remarks:
- After entering the short code, the system will not generate a reply message.
- The speed dial button works while roaming, but roaming charges will be incurred.
- The above settings and functions may not be successfully completed because of Apple's software updates or other factors and may require setting up again.
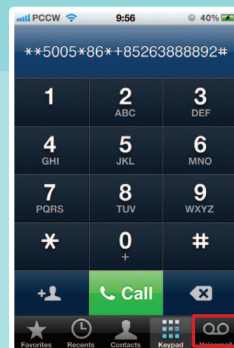
4. Internet Tethering Setting[1]

Internet tethering enables multiple users to connect at the same time. You can connect your iPhone via USB or Bluetooth/Wi-Fi[2].

To use Internet tethering, software must be:
- iPhone 3G, 3GS, 4, 4S, 5
- OS: 3.1.3 or above[3]
- Carrier: Carrier 5.1 or above

(iTunes will automatically require an iOS update if you are not using the above versions)

1

Go to "⚙Settings" > "General" > "Cellular" > "Cellular Data Network" > "Internet Tethering" > APN: enter "pccw"

2

Turn "Personal Hotspot" ON[4]

3

Select your connection mode

Remarks:

1. Internet tethering is applicable to certain devices with designated service plans. Otherwise, mobile data charges will be incurred according to standard PCCW-HKT mobile service rates.
2. Only applicable to iPhone 4,4S, 5 and iOS4.3 or above.
3. If iPhone 3G has been upgraded to iOS4.2 or above, it will not support PCCW-HKT SIM Internet Tethering.
4. Activating personal hotspot 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 charge.
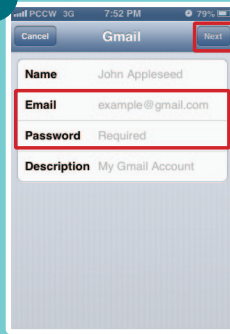
5. Email Account Setting

If you need to set up other email accounts, such as Hotmail and Gmail, you can go to "Settings"> "Mail, Contacts, Calendars" > "Add Account...", select your email service provider and enter the username and password to finish the setting.

1
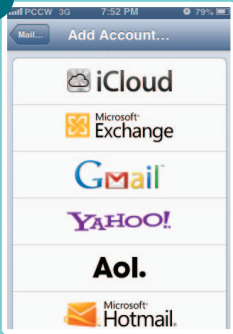
Choose your email service provider

2

Enter your email address and password, then click "Next"

Remarks:
• If you need details of a third-party email service provider's incoming and outgoing servers, please go to the relevant website for information.
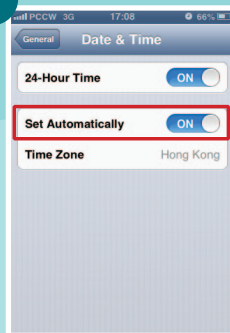
6. Network Timezone Setting

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

1

Go to "Settings" > "General" > "Date & Time"

2

Switch on "Set Automatically".
Hong Kong time will be shown while in Hong Kong.
Local time will be shown while overseas.

5

7. Disabling Local Mobile Data Function

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

Go to "⚙Settings">"General"

Go to "Cellular"

Turn off "Cellular Data"

Remarks:
• The above settings and functions may not be successfully completed because of Apple's software updates or other factors and may require setting up again.

APPS

8. 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 and Service. To enjoy the above content anytime and anywhere, please add the shortcut to your home screen. Follow the steps below:

1

Enter the URL in the Safari browser:
http://m.pccw-hkt.com

2

Press the indicated symbol

3

Choose "Add to Home Screen"

4

Choose "Add"

5

The shortcut will be automatically added to your home screen

b. Exclusive Mobile Apps

PCCW-HKT mobile service has developed a series of exclusive apps. Search for "PCCW" at the App Store and download now!

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

RoamSave voice roaming service
Connect via Wi-Fi overseas and activate RoamSave. You can then make/receive calls to/from Hong Kong or other regions using your mobile number while roaming.

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 Plan; Roaming mobile data top up feature is only applicable to All-in-one Roaming Passport (Daypass) subscriber.

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

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

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

Terms & Conditions:
• Applicable only to compatible handsets. Some services may incur additional service charges. Downloading or browsing apps from different app 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 Content except in the licence to use. • The Customer shall not infringe the intellectual property rights relating to the Content, or do anything that 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 presented in any of the Content belongs to the content service provider personally and entirely and has no bearing on PCCW Mobile HK Limited. PCCW Mobile HK Limited accepts no responsibility or liability for any of the Content. • 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 Mobile HK Limited's General Terms and Conditions for Subscription.

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 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.
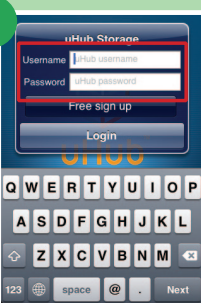
Search for "uHub" at the App Store, download then install it. Open the uHub app and choose "Free sign up" for registration.
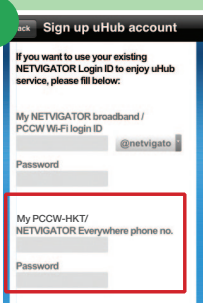
1 Enter your PCCW-HKT phone number and password, then follow the instructions to activate the service

2 Enter your username and password

3 You can download and upload music, videos, photos and all other file formats

You can also download the uHub PC client and share files with an iPhone or iPad.

Remarks: Browsing and downloading apps from the App Store will incur a local mobile data charge.

Short code

9. Short Codes
a. Call Forwarding

	To activate	To cancel
All call forwarding	✷✷②①✷phone number/ mobile secretarial service number/ voice mail number/# 📞	#️#️②①#️ 📞
Busy call forwarding	✷✷⑥⑦✷phone number/ mobile secretarial service number/ voice mail number/# 📞	#️#️⑥⑦#️ 📞
No reply call forwarding	✷✷⑥①✷phone number/ mobile secretarial service number/ voice mail number/# 📞	#️#️⑥①#️ 📞
Unreachable call forwarding	✷✷⑥②✷phone number/ mobile secretarial service number/ voice mail number/# 📞	#️#️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: ⑥④④⑥ ⓪⓪⓪② (English) / ⑥④④⑥ ⓪⓪⓪⓪ (Chinese)
• Voice mail number: ⑥③⑧⑧ ⓪⓪⓪⓪

b. Call Waiting

Activate	Cancel
✷④③#️ 📞	#️④③#️ 📞

c. Voice Mail

Using handset	Using any touch-tone phone
1. Press ✷⑨② 📞 to access the voice mail menu directly 2. Press ✷⑨⓪ 📞 to listen to your message directly	⑥③⑧⑧ ⓪⓪⓪⓪

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

d. Unbilled Airtime & Mobile Data Usage Inquiries
(1) Press ✷①③⑧#️ 📞 (Chinese) / ✷①③⑨#️ 📞 (English) to receive usage SMS
(2) Use handset to login to m.pccw-hkt.com > "My Account Check" to check unbilled usage
(3) You can also go to www.pccw-hkt.com to check the last three months' bills
(4) Use the "My Account Check" app to check account details and unbilled usage

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.

10. 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 App Store, search "PCCW" and download the "RoamSave" App
• After downloading, press the "RoamSave" icon and follow the activation steps below

1

For first time users, please enter your mobile number and you will receive a verification code via SMS. Enter the verification code and submit to activate RoamSave

2

Before using RoamSave overseas, please ensure Wi-Fi is ON and choose your local Wi-Fi network. Enter user name and password (if necessary)

3

After switching on RoamSave, turn the button on. You can make or receive calls via RoamSave. Please stay within strong Wi-Fi coverage during the conversation.

Using RoamSave to call overseas:

• **Calling HK:** Dial the phone number directly. There is no need to enter the 852 country code
• **Calling other countries:** As if you are marking an 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. Press "Accept" to answer the call.

Remarks:
Downloading the application will incur a local mobile data charge, while a roaming data charge will be incurred overseas. RoamSave supports iOS4.1 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 in the corresponding PCCW-HKT mobile service's account. Please visit www.pccwmobile.com/roamsave for details.
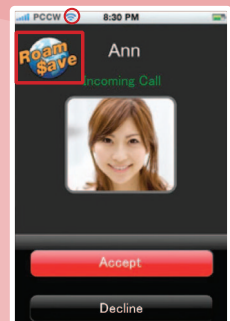
### b. PCCW Wi-Fi Roam Connection Manager

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.
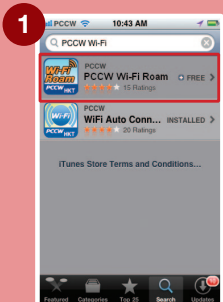
1 Before leaving Hong Kong, visit App Store, search for "PCCW Wi-Fi Roam" and download the FREE App
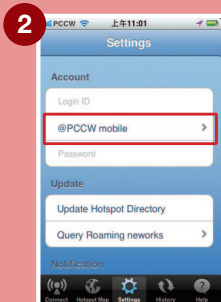
2 After downloading, enter your username and password* and select "PCCW mobile" as the domain
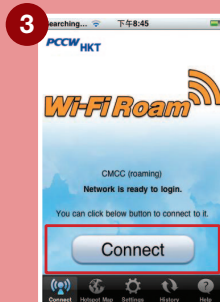
3 When you logon at a Wi-Fi hotspot overseas via PCCW Wi-Fi Roaming, you can connect with just one click

Remarks:
* 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 App 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 enjoy this offer
· For coverage information, charge details and terms and conditions, please visit www.pccwmobile.com/wificm

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

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
   - ✳120✳2# 📞 for $168 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 service plans 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

### d. 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 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.
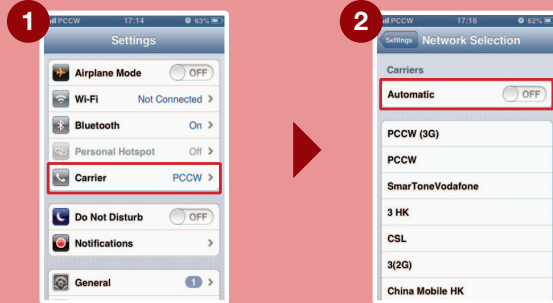
Go to "Settings" > "Carrier"

Switch off "Automatic". Your handset will list available operators and you can select your preference. Switch on "Automatic" again when you come back to Hong Kong and your handset will connect to PCCW-HKT mobile service network automatically

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 (*) (9) (2) 📞 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 voice roaming charges apply.

i. Use Secretarial Service while Roaming

If you are a subscriber to 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.
- 3G The 3G icon is displayed, meaning you are connected to mobile data.

k. How to Avoid Unnecessary Roaming Charges
- Cancel call-forwarding features by pressing # # 0 0 2 # 📞 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 content (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
- 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:

1

Enter " Settings" > "General"

2

Choose "Cellular"

3

Switch off "Cellular Data"

13
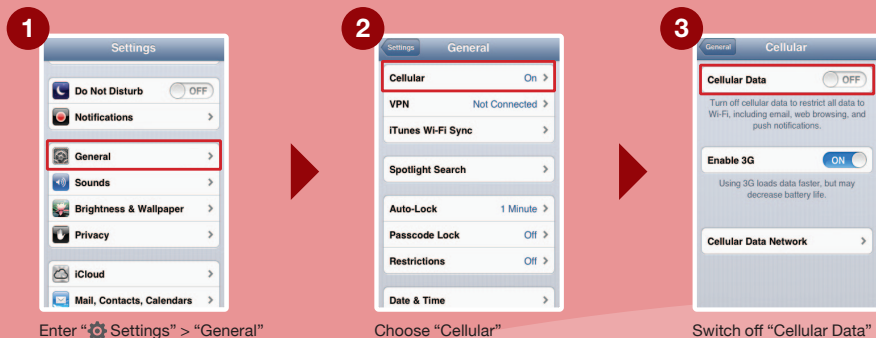
10. Customer Service

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
		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 • Contract and Tariff plan inquiries • Smartphone workshop • Lost phone/SIM replacement • Service reconnection
Technical 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 inquiries relating to PCCW-HKT mobile service and products

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)