# Windows<sup>®</sup> Phone 8 User Guide







HKT - a PCCW Group member



# 1. Mobile Data Setting

Simply follow the steps below to activate your Windows Phone mobile data function:

1 SETTINGS Cellular don't roam When entering a roaming area your data tronnection will be turned off.	2 cellular internet apn APN pcow Uher name	
4G Network selection automatic add internet apr edit mms apn	Passed  Passy server (URL)  Proxy server (URL)  Proxy port  R	

"Cellular" > "add internet apn"

When the above settings have been made, you can enter http://m.pccw-hkt.com via Internet Explorer for Infotainment service content, or enter URLs for other websites.

MMS Setting:	
1 веттикез селицаг	CELLULAR mms app
don't roam When entering a roaming area, your data connection will be turned off.	WMP patency (JRL)           10340.14.10           WMP patency port
Highest connection speed  4G  Network selection	8080 MMSC (URL) http://3gmms.pccwmobile.com/was MMSC port
automatic add internet apn	BOBO
edit mms apn	Enter the following information:
> "Cellular" > "edit mms apn"	WAP gateway (URL): 10.140.14.10 WAP gateway port: 8080 MMSC: http://3gmms.pccwmobile.com:8080/was MMSC port: 8080

# 2. Wi-Fi Setting a. PCCW Wi-Fi

PCCW Wi-Fi hotspots<sup>1</sup> 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 mobile's exclusive Auto Connect feature saves you 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<sup>2</sup>.



If your Windows Phone does not support the "Automatically connect to Wi-Fi hotspots" feature, please follow the steps below.



Remarks: 1. You can find Wi-Fi hotspot locations at www.pccwwifi.com. 2. If you move outside Wi-Fi coverage, your handset will connect to mobile data. 3. 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 \* 1 1 1 # to reset password.

### 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.



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

### 3. Internet Sharing Setting

(Default), or your own Wi-Fi router.

This enables you to share your mobile data connection via Wi-Fi with other devices.



Remarks: • Internet Sharing is applicable to certain devices with designated service plans. Other tariff plans will be charged according to mobile data usage. • Procedures and options may vary according to handset design. • Only designated Windows Phone 8 models have an "Internet Sharing" feature. For details, please refer to the handset manual or handset manufacturer. • Activating "Internet Sharing" 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 Setting

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





# 5. Network timezone setting

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

(		
	16:07 SETTINGS	1667 SETTINGS
	system applica	date+time
	turned off, 96% battery left phone storage 1220 G8 free	Set automatically On
	backup save stuff to the cloud date+time	
	UTC+02XUJ sejing, Chongqing, Hong Kong, Utur brightness automatic	
	keyboard English	
	text size, high contrast, and more	
	Go to "Settings" > "System" > "date + time".	Switch on "Set automatically". 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:





# 7. Short Codes a. Call Forwarding

	To activate	To cancel
All call forwarding	* * 2 1 * phone number/mobile secretarial service number/voice mail number # S	##21#
Busy call forwarding	** 6 7 * phone number/mobile secretarial service number/voice mail number # S	##67#
No reply call forwarding	★★61 ★ phone number/mobile secretarial service number/voice mail number # S	##61#
Unreachable call forwarding	**:62 * phone number/mobile secretarial service number/voice mail number # S	##62#
Call forward cancellation	# # 0 0 2 # 🝆	
Remote Call Forward	<ul> <li>Call our customer service hotline 1000</li> <li>Logon to www.pccw-hkt.com &gt; My Account &gt; Service Setting &gt; Remote Call Forward</li> </ul>	

The premium mobile secretarial service call-forwarding number is the same as your personal secretarial number
 The mobile secretarial service call forwarding number is the same as your personal secretarial number

The mobile secretarial service call-forwarding number:
 6 4 4 6 0 0 0 2 (English) /
 6 4 4 6 0 0 0 0 (Chinese)

Voice mail number: 6 3 8 8 0 0 0 0

# b. Call Waiting

Activate	Cancel
*43# 🕓	#43# 📞

### c. Voice Mail

Using handset	Using any touch-tone phone	
<ol> <li>Press * 9 2  to access the voice mail menu directly</li> <li>Press * 9 0  to listen to your message directly</li> </ol>	63880000	
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 (1) 3 8 # (1) (Chinese) / (1) 3 9 # (1) (English) 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\*

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



#### 8. Roaming Service and Useful Tips All-in-one Roaming Passport (Day Pass) a. This enables you to enjoy roaming data and roaming Wi-Fi 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# Solar for \$88 Day Pass - \* 1 2 0 \* 2 # Sof \$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 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. b. 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. c. 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. 1 SETTINGS CHOOSE AN ITEM cellular tap to select China Unicom don't roam China Mobile ntering a roaming area, your data tion will be turned off. tap to select add internet apn Go to "Settings" > "System" > "cellular" > The phone will list available operators and "network selection", then press "tap to select". you can select your preference Remarks: Procedures and options may vary between handset models. For details, please refer to the handset manual. d. **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 **S**. 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 $(\times 9)$ (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.

#### e. 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.

#### f. 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.

#### g. 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.

#### h. 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 Mi-Fi icon is displayed, meaning you are connected to Wi-Fi.
- The (H) 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.

#### i. How to Avoid Unnecessary Roaming Charges

- Cancel call-forwarding features by pressing # # 0 0 2 # Sefore 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.pccwmobile.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			2
	system applica		settings mobile networl
	lock+wallpaper		Active network PCCW
	location turned on	N	Data connection Off
	mobile network recor battery saver turnet at date+time turnet of lenge Congrege Hang Kong, Unung battery same at turnet of turnet turnet of turnet turnet turnet of turnet		Enter reserving options don't roam When entering a roaming area, your data contection will be turned off. Bit connection On Use 3G connection when available
6 6	Settings">"System"> mobile network"		Turn OFF "Data Connection" and choose "don't roam" for data roaming options to disable the data roaming feature.



# **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	
		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, Hong Kong	
		Tsim Sha Tsui (for personal customers only): 3/F Hermes House, 10 Middle Road, Tsimshatsui, Kowloon, Hong Kong	
		Kwun Tong (for personal customers only): Suite E, 12/F Legend Tower, 7 Shing Yip Street, Kwun Tong, Kowloon, Hong Kong	
	New Territories: Tsuen Wan: G/F, Tsuen Wan Exchange, 303 Castle Peak Road, Tsuen Wan, NT, Hong Kong		
		Yuen Long (for personal customers only): G/F Yuen Long Exchange, 3 Tai Yuk Road, Yuen Long, NT, Hong Kong	
		Shatin (for personal customers only): Unit 1720-21, Level 17 Tower II, Grand Central Plaza, Shatin, NT, Hong Kong	
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 rec	Contract and Tariff plan inquiries     vorkshop    • Lost phone/SIM replacement onnect	
Technical Support:	"Ultimate D     Handset se	ata Safe" (Please call 2888 4496 for reservation) ting 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 services and products

### **Online inquiries**

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

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