

Android Smartphone & Tablet User Guide



Free Smartphone Workshop

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



V.10e



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1. Mobile Data Setting

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



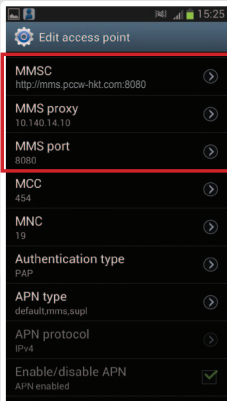
Enter "Settings" > "More Settings" > "Mobile networks" > "Access Point Names"

Handset will automatically detect the Access Point Name (APN) as "PCCW".

If the APN cannot be detected, 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.

For MMS settings, please refer to the steps below:



- MMSC: <http://mms.pccw-hkt.com:8080>
- MMS proxy: 10.140.14.10
- MMS port: 8080



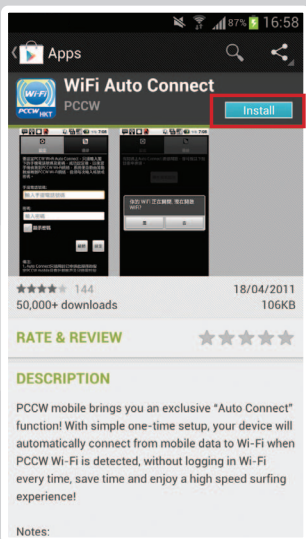


2. Wi-Fi Setting

a. PCCW-HKT Wi-Fi Auto Connect¹

PCCW-HKT 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 one-time setup, your device will automatically switch from mobile data to Wi-Fi whenever PCCW-HKT Wi-Fi is detected – without having to log in every time³.

Wi-Fi Auto Connect App Setup



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

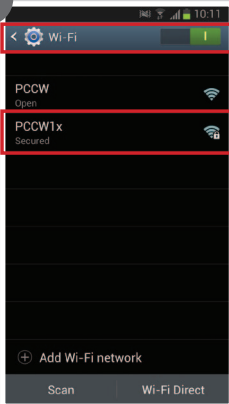
Simply open the “Wi-Fi Auto Connect” App and enter your mobile number and password⁵.

Remarks:

1. Only applicable to Auto Connect package subscribers with designated service plans.
2. You can find Wi-Fi hotspot locations at www.wifi.pccw-hkt.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.

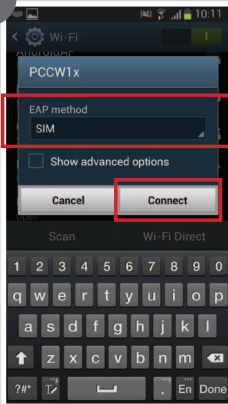
Manual Setup

1



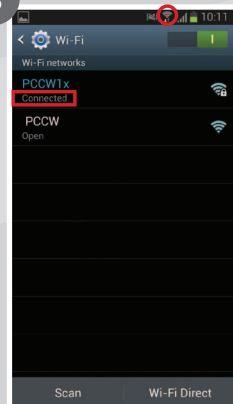
While within PCCW-HKT Wi-Fi coverage, go to Settings > "Wi-Fi", turn ON "Wi-Fi", then select "PCCW1x"

2



EAP method: Choose "SIM"

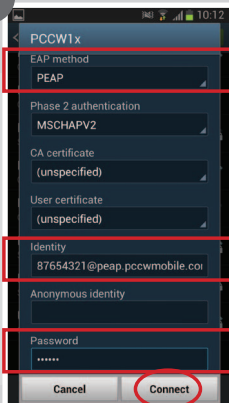
3



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.

1



Choose "PEAP" for EAP method.

Identity:

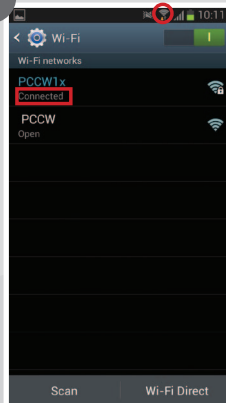
Enter your mobile number followed by:
@peap.pccwmobile.com
e.g. 87654321@peap.pccwmobile.com

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".

2

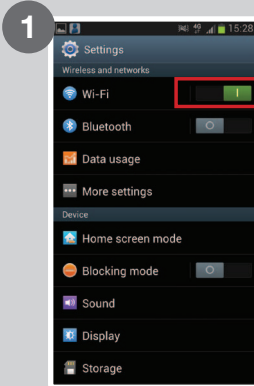


Wi-Fi icon will appear and status will show "Connected"

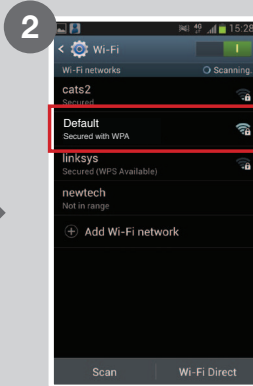


b. NETVIGATOR Home Wireless

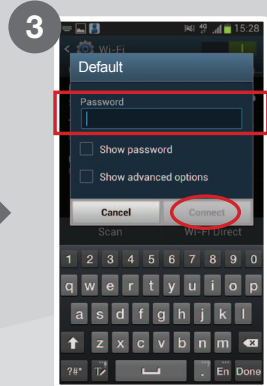
If you subscribe to NETVIGATOR Home Wireless service, you can follow the steps below to set up Wi-Fi at home.



Enter Settings > "Wi-Fi", turn ON "Wi-Fi".



Select "NETVIGATOR Home Wireless" (default), or your own Wi-Fi router.



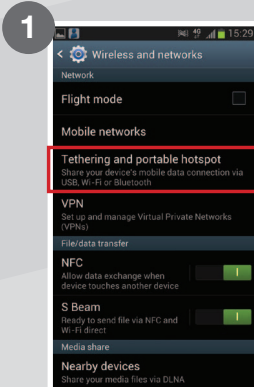
Enter your password if you have enabled Wi-Fi security, then click "Connect".

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

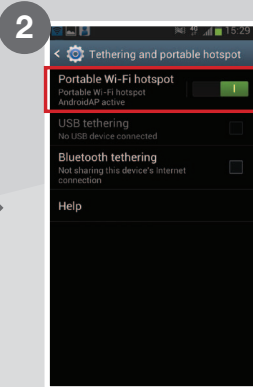
Remarks: This service is applicable only to NETVIGATOR Home Wireless service subscribers.

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.



Go to "Settings" > "More Settings" > "Tethering and portable hotspot"



Enable "Portable Wi-Fi hotspot"



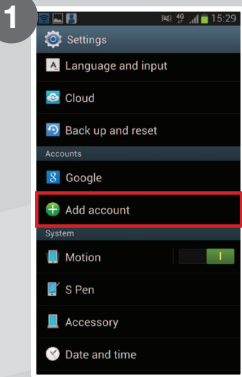
Select "WPA2 PSK" for security and enter a password for the Wi-Fi hotspot.

Remarks:

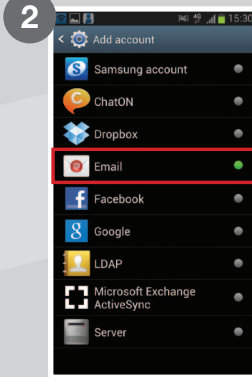
- Internet tethering is applicable to certain devices with designated service plans, other service plans will be charged according to mobile data usage.
- Procedures and options may vary according to handset design.
- Activating portable Wi-Fi hotspots will consume more power.
- If a designated smartphone 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

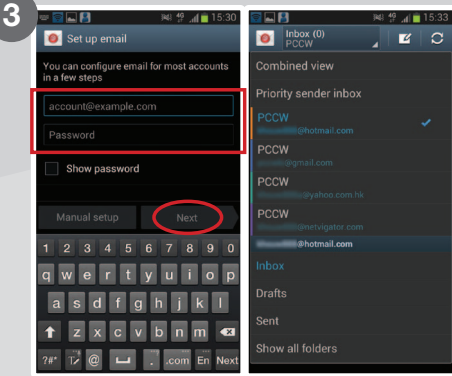
If you need to set up other email accounts, such as Hotmail and Yahoo! mail, please follow the instructions below.



Enter "Settings" > "Add account"



Choose "Email"



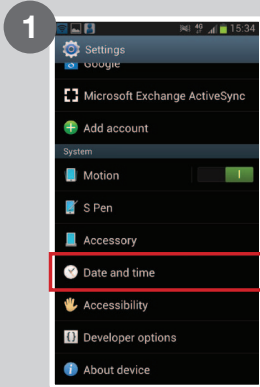
Enter your email and password, then click "Next" to finish setup

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

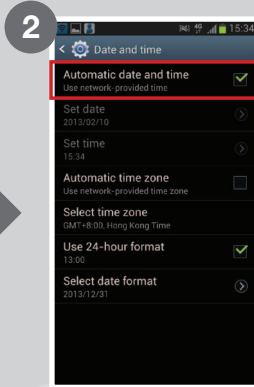


5. Network Timezone Setting

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



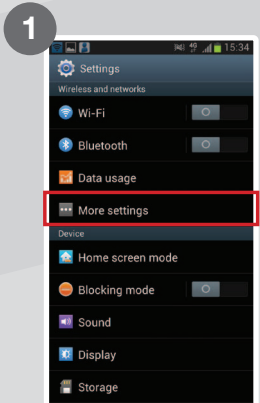
Go to "Settings" > "Date and time"



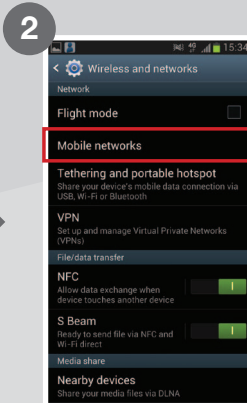
Tick "Automatic date and time".
Hong Kong time will be shown while in Hong Kong.
Local time will be shown while overseas.

6. Disabling Local Mobile Data Function

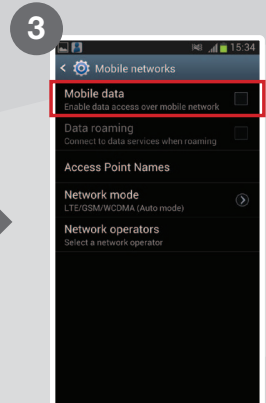
You can disable the local mobile data function on your device by following the steps below:



Go to "Settings" > "More Settings"



Select "Mobile networks".



At "Mobile data":
"Untick" to disable mobile data.
"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, News, Entertainment, Lifestyle, Mingle, EasyCare, Service and Mobile YP.



1 Search for "PCCW" at Google Play and download "PCCW mobile portal".

2 Press "PCCW mobile portal" at "Apps".

3 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!



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.



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



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



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



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



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



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



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



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



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



Apps Guide
Offers 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 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. • Some of the Content is suitable for adults only. PCCW Mobile HK Limited strongly discourages any person below the age of 18 from viewing or accessing such Content. PCCW Mobile HK Limited accepts no responsibility 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"



The widget, will then be placed on the home screen

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

Remarks:

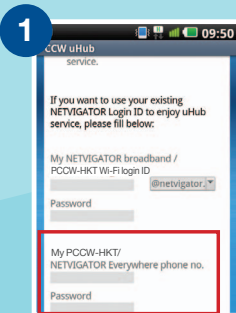
- Actual procedures and options may vary between handset models.
- Refreshing widget updates and reading widget content may incur a local mobile data charge, depending on the service plan you have subscribed to. Please call our CS hotline on 1000 for details of your plan.

c. uHub – Cloud-based Storage

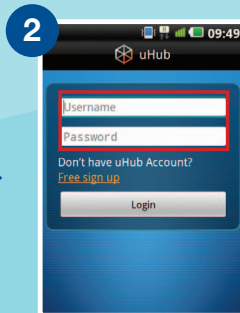
uHub cloud storage is a revolutionary cloud-based digital content storage service from PCCW-HKT. Instead of storing information on your computer's hard drive, you can now save data in our uHub storage external cloud storage system, all with the utmost convenience and flexibility. Saving your media files 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.



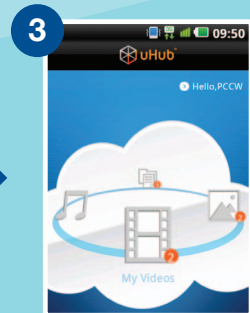
Search for "uHub" at Google Play, download and install it. Open uHub apps and choose "free sign up" for registration.



Enter your PCCW-HKT mobile service phone number and password, then follow the instructions to activate the service



Enter your username and password



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 your Android handset or tablet.

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/ #	# # 2 1 #
Busy call forwarding	* * 6 7 * phone number/ mobile secretarial service number/ voice mail number/ #	# # 6 7 #
No reply call forwarding	* * 6 1 * phone number/ mobile secretarial service number/ voice mail number/ #	# # 6 1 #
Unreachable call forwarding	* * 6 2 * phone number/ mobile secretarial service number/ voice mail number/ #	# # 6 2 #
Call forward cancellation	# # 0 0 2 #	
Remote Call Forward	<ul style="list-style-type: none"> • 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) / **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
* 4 3 #	# 4 3 #

c. Voice Mail

Using handset	Using any touch-tone phone
1. Press * 9 2 to access the voice mail menu directly 2. Press * 9 0 to listen to your message directly	6 3 8 8 0 0 0 0

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

d. Unbilled Airtime & Mobile Data Usage Inquiries

- (1) Press * 1 3 9 # (English) / * 1 3 8 # (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 * 1 1 1 #

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



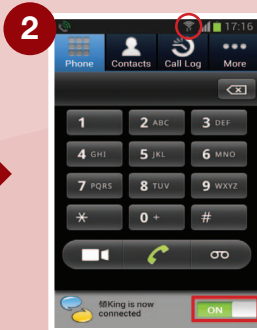
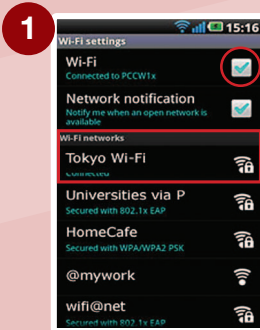
9. “傾King” and Roaming Service Useful Tips

a. “傾King” Voice Roaming Service

PCCW-HKT mobile service proudly presents “傾King” - a roaming voice service, based on Wi-Fi connectivity, that offers FREE voice call minutes for calling Hong Kong when roaming round the world. Newly introduced free video calls within “傾King” community

Download “傾King” Application:

- Before leaving Hong Kong, go to the Google Play, search “PCCW” and download the “傾King” App
- After downloading, select the “傾King” App from menu and follow the steps below to use “傾King”



Before using “傾King” 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.

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

Using “傾King” 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 “傾King”:

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

Remarks:

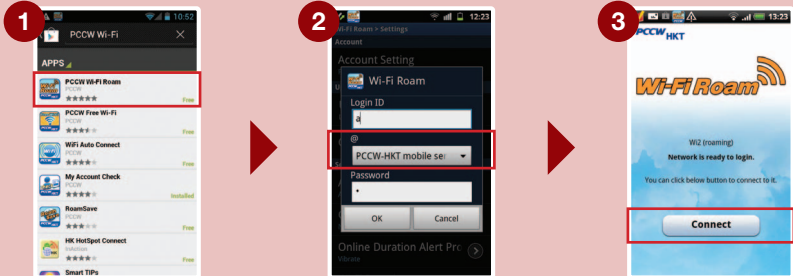
- Download the application will incur local mobile data charge, while roaming data charge will incur in overseas.
- “傾King” supports selected handsets with Android 2.2 or above.
- “傾King” service is only available to PCCW-HKT mobile service subscribers and is provided to you under the terms and conditions of your mobile service contract.
- With “傾King” App connected to Wi-Fi, free to (i) make and receive voice calls to Hong Kong phone numbers; (ii) make and receive video calls via “傾King” service. Charges for Wi-Fi connectivity, IDD charges (if any) are additional.
- The “傾King” service may be used to make emergency calls in Hong Kong. However, while you are abroad you should call local emergency number via your regular voice roaming service.
- Upon your use of the “傾King” service, we shall use your PCCW-HKT mobile service’s number for verifying your eligibility for the “傾King” service, and for the billing of your use of the “King” service in the corresponding PCCW-HKT mobile service account by PCCW-HKT mobile service.
- Please visit www.pccw-hkt.com/kk 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.



Before leaving Hong Kong, visit Google Play, search for "PCCW Wi-Fi Roam" and download the FREE App.

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

When you login 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 *11# 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.pccw-hkt.com/wificm.

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

This enables you to enjoy mobile data, Wi-Fi and "傾King" 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 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.pccw-hkt.com/rp.

d. Making Voice Calls while Overseas

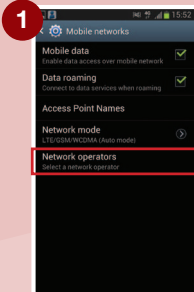
While abroad, you can use your mobile phone to make roaming and local calls with the utmost convenience.

- 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 📞

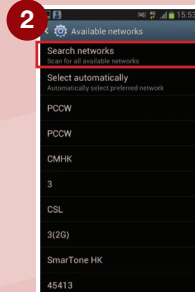
Remarks: Normal basis voice roaming charges apply.

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.



Go to "Settings" > "More" > "Mobile networks" > "Network operators"



Click "Search networks". Your handset will list available operators and you can select your preference. Click "Select automatically" when you come back to Hong Kong and your handset will connect to PCCW-HKT mobile service network automatically

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 **+85263880000** . 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.

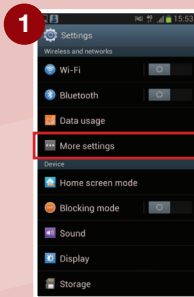
j. Pay Attention to Mobile Data and Wi-Fi Signals

- 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.

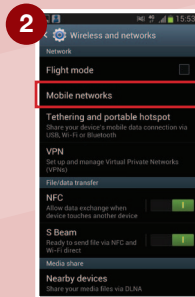
Remarks: The location and design of the Wi-Fi and mobile data icons may vary according to each handset design.

k. How to Avoid Unnecessary Roaming Charges

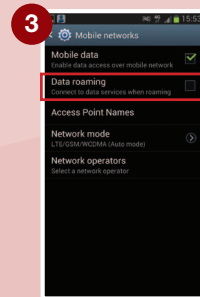
- Cancel call-forwarding features by pressing **# # 0 0 2 #**  before departure in order to avoid paying two-way roaming charges.
- Activate the keypad lock function to avoid accidentally hitting the answer key and incurring unnecessary roaming charges (for details, please see handset instructions).
- Browsing Infotainment service (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 before departure. Please take the following steps:



Go to "Settings">
"More Settings"



Select "Mobile networks".



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:	<p>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</p> <p>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</p> <p>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</p>
Hours:	<p>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)</p>
Service Scope:	<ul style="list-style-type: none"> • Bill inquiries • Smartphone workshop • Service reconnect • Contract and Tariff plan inquiries • Lost phone/SIM replacement
Technical Support:	<ul style="list-style-type: none"> • "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)

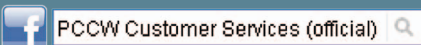
For general sales inquiries relating to PCCW-HKT mobile services and products

Online inquiries

Consumer Service Email Address : cs@pccw-hkt.com

Business Customer Email Address : bizmobile@pccw.com

PCCW Customer Services (official) on Facebook



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