

mobile | internet



a guide to  
**mobile internet**

Keeping the Island connected



**Manx Telecom** offers a comprehensive range of mobile data services for our Pay Monthly and Pay As You Go customers.

Most mobile phones allow you to access the internet, send and receive e-mails and download news, music and video clips, the same way you would on a computer.

This booklet tries to break down the jargon and get you started. If you need more help, pop into one of our shops for one to one tuition and assistance, give us a call on 624624 or visit our website [www.manxtelecom.com](http://www.manxtelecom.com).

We are here to help you get the most out of your mobile.

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# 4 Getting started

## Getting started with mobile internet is simple.

- 1 You will need a GPRS or 3G enabled mobile phone or device, most new phones have this capability. If in doubt call into one of Manx Telecom's shops for more information.
- 2 For a 3G enabled handset or device, a 3G sim card is required.
- 3 The correct settings entered into your device (see page 14 for more information or call into one of the Manx Telecom shops or visit our website [www.manxtelecom.com](http://www.manxtelecom.com)).

### A guide to mobile data size

**What is a Megabyte (MB)?** – When you use data services (Internet, e-mail, etc.) you will be charged for the amount of data that you send and receive rather than the time spent using the service.

As a guide 1 Megabyte (MB) is equivalent to the following\*:

**E-mail** – an average text e-mail is 7 Kilobytes (KB) = 146 average e-mails sent/received for 1 MB.\*\*

**WAP Pages** – an average WAP Page is 5 KB = 205 average WAP page visits for 1 MB.

### How much will it cost?

Mobile Internet charging is based on how much data you send or receive not how long you are connected. Everything that you send or receive over the Internet is bits of data and the mobile Internet is no different, whether it's a web page, an e-mail, a music track or a video clip. Each bit of data is a different size and is measured in Kilobytes (KB) or Megabytes (MB). Free data allowance and ongoing charge per Kilobyte will depend on which tariff you are on. See page 12 for our low cost options.

**Web Pages** – an average web page with pictures is 30 KB = 34 average web page visits for 1 MB

**Truetones** – an average high quality ringtone is 250 KB = 4 truetones for 1 MB.

**Converter** – 1,024 Bytes in a Kilobyte. 1,024 Kilobytes in a Megabyte. 1,024 Megabytes in a Gigabyte.

\*Please note that these figures are indicative and a guideline only.

\*\* Remember you can specify the maximum size of an e-mail downloaded to your handset in your phone's inbox settings. Average full song MP3 can be around 4 MB.

## You can use your phone to send and receive e-mail. Send messages and attachments in the same way you would with your personal computer.

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As long as you have a 'POP3' mail account, like @manx.net then you can set up your username, password and mail server addresses, to start e-mailing.

You can even add attachments. Also, your sign-in details are stored so there's no need to keep re-entering them.

If you aren't sure about your username, password or mail server addresses then give your Internet Service Provider (ISP) a call.

**What if my phone doesn't support this?** If you don't have an e-mail program, your phone may still have a WAP browser, in which case you could check your Manxnet Mail account this way. If you have a Manxnet mail account, open your phone's browser and visit **<http://m.manx.net>** and enter your username and password.

If you are unsure refer to your phone's user manual. For additional help, visit one of our shops or contact us on 624624.

**What about my work e-mails?** In the first instance talk to your own IT support to find out what type of e-mail address you have (e.g. hosted by an Internet Service Provider or your own company mail server). If it's POP3 the section on page 5 applies, if it's your own mail server see page 9 or get in touch with the Manx Telecom Corporate Sales team on 624624 to find out more about our push mail solution, BlackBerry®.

## If you are out and about, you can still access many popular Internet services directly from your handset!

- Enter the web address e.g. **<http://www.modo.im>** and select OK (sometimes called Go To or Send).
- Select the option to bookmark the page.
- Add a title or name for your bookmark, if given the option.
- Save your bookmark by selecting OK (your phone might say: Save or Done).

### Here are some of our favourite mobile websites:

**<http://m.manx.net>**

**[www.bbc.co.uk/mobile](http://www.bbc.co.uk/mobile)**

Catch up with the news, check the weather forecast, or click on the 'Entertainment' link including movie trailers, games and TV guides.

**[www.modo.im](http://www.modo.im)**

Manx Telecom's mobile downloads site. Check out the latest games, music, ringtones and much more.

**<http://mobile.google.com>**

Our favourite search engine works just as well via your mobile phone!

**[www.dictionary.com/wml](http://www.dictionary.com/wml)**

A handy online reference tool

**[www.teletextmobile.co.uk](http://www.teletextmobile.co.uk)**

**<http://mobile.sky.com>**

**[www.iomtoday.co.im](http://www.iomtoday.co.im)**

**<http://m.facebook.com>**

**<http://m.bebo.com>**



\*\* This booklet is designed to highlight services you may not be aware of. We have tested the services listed and at time of going to press they were available to use, however they are for illustrative purposes only and outside of Manx Telecom's control.

## Receive music, wallpapers, ringtones and more with our mobile downloads service, modo.im

You can access mobile downloads directly from your phone's browser. Whether you would like to customise your phone with tones and pictures, you're into mobile gaming, entertainment or information, mobile downloads has something for everyone.

Open your phone's browser and go to [modo.im](http://modo.im) and register for an account so you can purchase and download.

### Ringtones>>

Manx Telecom mobile downloads offer you the very latest top 10 hits and some classic tunes for you to choose from as a poly or truetone.

### Full track music downloads>>

Download all your favourite tunes as single tracks or full albums.

### Pictures>>

These are the backgrounds, pictures and screensavers that your phone can display to personalise it. Downloading the latest pictures is easy using mobile downloads and you will be spoilt for choice!

### Games>>

Download games to your phone to play as many times as you want. There is a wide selection of games on offer, ranging from arcade classics to the latest action games ... and more!

Mobile downloads can also deliver the latest news, sport and lifestyle information to your phone.



# 8 Mobile Internet – Multimedia Messaging

**Don't miss the moment!  
Use your phone to take pictures and videos and  
send them to friends and family.**

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To send a multimedia message (MMS) you'll need a camera on your phone. You can now get camera phones of 5 mega pixels, which makes them of a similar quality, if not better than many digital cameras ... with the added advantage of being able to send your pictures and videos to another mobile or upload to the Internet instantly! Choose from a wide range of camera phones at Manx Telecom's shops in Strand Street and Victoria Street, Douglas or from our online shop at [www.manxtelecom.com](http://www.manxtelecom.com)

## **Multimedia Messaging – Availability**

You can send pictures, videos or audio from your Manx Telecom mobile to other Manx Telecom mobiles, an e-mail address or to mobiles on other operators' networks\*.

## **Costs**

### **Price per Multimedia Message**

25p

Prices include VAT

Remember: Multimedia messages are part of your inclusive messages with every Manx Telecom Pay Monthly tariff.

\*An MMS sent to a mobile on another operator's network will either be sent directly to your recipient's mobile device, or when this is not possible, the MMS will be forwarded to a web portal. An MMS sent to a web portal is referred to as virtual delivery and a text message is sent to the destination mobile device containing the web address, a unique user id and password allowing the mobile user to retrieve the message that has been sent to them and respond to the message.

The size of the file that can be sent is limited by both the sending and the receiving handset.

Please see website for list of operators.

<http://www.manxtelecom.com/roaming>

**BlackBerry® allows users to read, create, reply and delete e-mail messages while away from their desks or anywhere else in the world.**

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## **BlackBerry® Internet Solution™**

For the personal or small business user select the BlackBerry® Internet Solution™ from Manx Telecom if you want to connect to the following types of e-mail accounts:

- Internet Service Provider (ISP) e-mail accounts e.g. @manx.net, Yahoo, Google, Hotmail and many more
- Manx Telecom's E-Biz portfolio for businesses
- Company e-mail accounts that allow POP3/IMAP4 access via the Internet

## **BlackBerry® Enterprise Server™**

For the business and corporate user the BlackBerry® Enterprise Server™ software from Manx Telecom gives you connection to your company systems and will:

- synchronise your e-mail, calendar, address book and tasks while on the move
- control your e-mail settings remotely - so you can update your Out-of-Office details
- access your Intranet and Internet
- read e-mail attachments including full PowerPoint, GIFF, PNG, JPEG and TIFF files on the move

For further information call into one of the Manx Telecom shops, call 624624 or visit our website [www.manxtelecom.com](http://www.manxtelecom.com)



# 10 Mobile Broadband

## What is 3G?

3G provides higher speed mobile Internet access than the existing 2G (GSM) or 2.5G (GPRS) mobile network and delivers the same services, phone calls and text messages.

## 3G Coverage

The 3G network is available in most areas of the Island. A 3G handset will display a 3G icon indicating when you are connected to a 3G network. These icons can differ on each mobile device and your user manual will show which icon is applicable to your mobile phone.

When you are out of 3G coverage, you will be seamlessly transferred to the 2G or 2.5G network so you will still be able to make calls, send messages and access the Internet. You will not be able to access 3G only services like video calling and downloads will be slower on the other networks.

## 3G off the Island

3G roaming is available on a number of networks off Island. Where no 3G network is available you will be able to use the 2G and 2.5G services of a visited network where Manx Telecom already has roaming agreements.\*

For an up to date list, please visit [www.manxtelecom.com/roaming](http://www.manxtelecom.com/roaming) or call the team on 624624.

\*Occasionally, you may find you are able to access 3G network services not previously indicated by Manx Telecom. This is because some operators automatically open their 3G network to visiting customers.

## Video calls with 3G

You can make video calls with other Manx Telecom 3G customers on Island, providing that you and the call recipient are using a 3G enabled handset and the Manx Telecom 3G network simultaneously.

At present, you will not be able to make video calls to other networks or whilst roaming.

Only the customer making the video call will be charged not the customer receiving the call. There is still a charge if the connection fails. Video calls are charged the same as a Local Mobile voice call and are included in the inclusive minutes of Pay Monthly contracts.

The network coverage and compatibility of devices can influence the ability to make a call and the quality of the calls made.\*

3G battery life varies greatly from one phone model to another. 3G supports larger files, faster download speeds and the devices generally have a larger screen. As a result, there is more demand on the battery and we advise you to recharge your phone every day, ideally overnight.

## 3.5G – HSDPA

HSDPA, also known as 3.5G, is also available on Manx Telecom's network delivering one of the fastest mobile networks in the world capable of speeds up to 3.6mb per second, which is over 5 times faster than 3G.



This means you can transfer data, stream video and music or download games, videos or music to your laptop or mobile device faster with improved quality.

HSDPA handsets and data devices for laptops are available from either of the Manx Telecom shops or you can visit our website [www.manxtelecom.com](http://www.manxtelecom.com)

# 12 Tariffs

Each tariff offers varying amounts of free data and additional data rates. Have a look below to find out which one suits you best.

## Pay-as-you-use

This is the default tariff all Pay Monthly and Pay As You Go customers start on. Ideal if you expect to use less than 10MB per month. For a guide on mobile data size check out section 5.

## Mobile Data Medium

Ideal for mobile e-mail and download customers.

## Mobile Data Large

This package is ideal if you intend to use more advanced features on your handset or for occasional use on a laptop using a data device.

## Mobile Data X Large

For frequent high data usage with a data card, laptop and mobile modem this is the ultimate package. If you're always on the move and need to send and receive large amounts of data on a daily basis then this is for you.

**DATA-ONLY:** all the Mobile Data bundle options shown are also available as a data only service for customers who want a separate SIM card for a data only device like a PDA or laptop. Users can enjoy secure, global, wireless access to the Internet, e-mail and corporate networks/VPN on their mobile device wherever mobile operators provide network coverage.

Pay As You Use	Costs
Monthly Tariff	None
Standard Price Per MB	£0.50

Mobile Data Medium	Costs
Monthly Tariff – includes 50MB of data	£5.00
Cost per additional MB	£0.50

Mobile Data Large	Costs
Monthly Tariff – includes 200MB of data	£10.00
Cost per additional MB	£0.50

Mobile Data Extra Large	Costs
Monthly Tariff – includes 2GB of data	£40.00
Cost per additional MB	£0.001

Minimum charge 10kb per data session

Prices quoted are for data accessed while on the Isle of Man, are inclusive of VAT and are indicative only. When roaming in Zone 1 (U.K. Ireland and Channel Islands) data charges are £1.50 per megabyte. In all other Zones data charges are set by the foreign operator plus a 15% admin charge. Terms and conditions apply.

**If you have any difficulty in getting an application working then in the first instance it is best to refer to your phone's user manual.**

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Every phone make and model has slightly different settings and menu structures.

Overleaf there is a table of the settings you will need to input to get WAP, Internet or Picture Messaging working on your phone.

If you are unable to help yourself then we will do our best to assist.

Get your phone settings sent over the air:

**[www.manxtelecom.com/ota](http://www.manxtelecom.com/ota)**

Read common support issues online at :

**[www.manxtelecom.com](http://www.manxtelecom.com)**

Call our Service Centre available 24/7 :  
624624.

Pop into one of the Manx Telecom shops.

# 14 Access Point Names (APN)

For handset specific information please refer to your phone's user guide, call in to our shop or visit [www.manxtelecom.com/ota](http://www.manxtelecom.com/ota)

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## Manx Telecom Pay Monthly customers

### GPRS Web

APN	web.manxpronto.net
Username	gprs
Password	gprs

### GPRS WAP

APN	wap.manxpronto.net
IP Address	195.010.115.254
User name	Leave blank
Password	Leave blank

### 3G and GPRS Picture Messaging

APN	mms.manxpronto.net
Homepage	http://mms.manxpronto.net:8002
User Name	mms
Password	mms
IP Address	195.10.99.46

### 3G Web\*

APN	3Gpronto
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\*No username or password required.

## In case you're wondering what all of these strange abbreviations and acronyms mean then take a look at the following.

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**3G** – 3G stands for the third generation of mobile phone technology.

**APN** – Access Point Name. Put simply this is the setting that is needed to get you connected to the mobile internet network. For Manx Telecom there are a few different ones, but all pay monthly customers have access to WAP, full Internet/e-mail access and MMS.

**GSM** - Stands for Global System for Mobiles and is the European standard for wireless technology. GSM allows customers to utilise one mobile phone and one number in many countries throughout the world. GSM is a digital technology and therefore the call quality is of a very high standard, calls are clear and the network is very secure.

**GPRS** - General Packet Radio Service is a mobile data service available to GSM mobile customers with compatible handsets. It is often described as 2.5G, that is a technology between the second (2G) and third (3G) generations of mobile telephony. It provides moderate speed data transfer in the range 20-50 Kb/s (Kilobits per second).

**ISP** – ISP stands for Internet Service Provider and is the company that gives you internet access, e-mail addresses etc, on your home line.

**POP3** – Post office protocol (POP3) makes the world's e-mails work. It enables ISPs to store e-mails until the customer wishes to download them from the mail server to their computer. Usually when this happens

the downloaded e-mails are deleted from the ISP's server, although for mobile access it usually leaves a copy on the server.

**WAP** – WAP stands for Wireless Application Protocol. WAP pages are like ordinary Internet pages, but specially formatted to work on mobile phones through a WAP browser. The settings for WAP (APN) only allow access to WAP pages, you cannot send e-mail or view full web pages with the WAP setting.

**WEB** – We use the term WEB to describe the setting (APN) that allows full Internet access, so that means you can send/receive e-mails, or on handsets with larger screens and an appropriate browser the ability to look at ordinary Internet pages.

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